

**IT DEPARTMENT
CORPORATE OFFICE,
DHANLAXMI BANK LIMITED
NAICKANAL, THRISSUR - 680001**

**Request for Proposal
Desktop PCs Supply, Installation and Support for Branches.**

RFP No: IT/ RFP/ 2018-19/ 002

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RFP Details in Brief.

RFP No. and date	RFP No: DLB_IT/ RFP/ 2018-19/ 002 Dated - 25/02/2019
Brief Description of the RFP	Desktop PCs Supply, Installation and Support for Branches.
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DISCLAIMER

The information contained in this Request for Proposal (“RFP Document”) or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Dhanlaxmi Bank Limited, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is neither an offer. The purpose of this RFP is to provide applicants who are qualified to submit the bids (“Bidders”) with information to assist them in formulation of their proposals (“Bids”). This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Bank makes no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. Dhanlaxmi Bank does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. Dhanlaxmi Bank reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by Dhanlaxmi Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Dhanlaxmi Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, Dhanlaxmi Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP

Dhanlaxmi Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Dhanlaxmi Bank shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders’ queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank’s website for any changes / development in relation to this RFP.

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1. INTRODUCTION

Incorporated in November 1927 , Dhanlaxmi Bank (here in after known as “DLB”) headquartered at Thrissur in Kerala, It became a Scheduled Commercial Bank in the year 1977. DLB currently having more than 255 branches spread across India, which are connected by MPLS .

DLB has state of the art Data Centre (DC) hosted at Nextra Data Ltd (Bharthi Data Centre Managed Services) Bangalore and disaster Recovery (DR) site at Thrissur, Kerala. DLB has implemented Flexcube Core Banking Solution (CBS) in all the branches in India.

2. REQUIREMENT

The purpose of this RFP is to invite bids from vendors for Supply, install, configure and support the Desktop PCs for DLB as per Scope of work and Technical Specifications given in this document.

3. SCOPE OF WORK

1	Supply, installation, configuration and operationalisation of the Desktop PC’s (Quantity item is mentioned in Annexure – 6) with preloaded Windows 10 Professional Operating system. This include configuration of IP Address, Installation of peripherals devices such as branch/ offices printers and scanners, configuration/adding to DLB Active Directory, installation of Antivirus agent and Browser configuration for Core Banking Software with the help of DLB IT Helpdesk with provided software media and guidance. Maintenance of the supplied equipment for a period of Three years onsite comprehensive warranty/support (including hardware and Operating System) with back to back support from the OEM.
2	On-site comprehensive warranty - The Bidder should maintain the system during warranty period. During the warranty period, the Bidder is bound to do all hardware spares replacement and Operating System restoration activities and basic configurations without extra cost to DLB covering all parts & labour from the date of acceptance of the systems by DLB at the respective locations. Bidder shall carry/avail OS Media and OS device drivers of supplied hardware for the restoration on support period
3	The Bidder shall deliver Desktop PCs at the respective locations (DLB Branch list in annexure –11) as per the Delivery Schedule on receipt of the Purchase Order from the DLB.
4	Existing old working Thin Clients with Keyboard, Mouse, Monitor to be bought back from the same installation locations on agreed buy back rate if available on branch. Technical Specification and brand of these old items may vary and specified in annexure - 6. Bidder should bear all cost inclusive of all costs pertaining to collection and transportation from Bank's and same shall specified in Installation completion report with serial number of the old item (Total number of old items to buy back shall not exceed the total quantity of new item).

5	Bidder should erase the data by format the existing Thin Client's Flash/Storage drive before bought back from the branch locations.
6	All necessary connecting cables (Except network and printer cables) and other accessories need to be provided by the bidder at their own cost. The bidder shall also be responsible for other related activities such as transportation, loading, unloading, unpacking, operation, inspection etc.
7	During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered/not as per the specification/are damaged etc., the bidder or their engineer/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered.
8	The successful bidder needs to coordinate with the respective Branches/Regional office/ Administrative office in respect of installation.
9	The Bidder will be single point of contact to the DLB.
10	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply & Installation of ordered Equipments, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the DLB and also includes documentation, warranty, annual maintenance (if contracted).
11	The Bidder has to supply all the Hardware Items to the ordered locations as per the Technical Specifications mentioned in the annexure-4.
12	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items.
13	The Bidder shall provide all other required equipments and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.
14	The Successful bidders shall provide onsite service/support on all working days except bank holidays (9.00 a.m. to 7.00 p.m.).
15	The Successful bidders should ensure to resolve the problem as the resolution/response time mentioned in the RFP. Violation of resolution/response shall applicable to penalty as mentioned in this RFP.
16	The Successful bidders will maintain all the inventory details of hardware items purchased, lodge the complaints related to equipment supplied under this RFP from various branches/offices and will coordinate to resolve problems.
17	The Bidder should maintain a call centre/help desk/portal to log the call through telephone/online. Call also shall be logged internally in DLB helpdesk management system. The report from the DLB helpdesk management system for all the calls pending, attended and based on time period mentioned to resolve the call logged will be used calculate the penalty mentioned in the RFP.
18	In case the Desktop PC is delivered at the site and the site is not ready for installation, then at the request of the DLB, Bidder has to re-deploy the Desktop PC at an alternate site identified by the DLB. However, DLB will bear the shifting charges.
19	DLB shall shift the Desktop PCs to any location which are specified in the DLB location list annexure –11, bidder obliged to extend the warranty/support in shifted location.
20	All the items would be covered under comprehensive warranty/AMC except consumables. If there is any gap between DLB's requirement and OEM warranty/AMC then it will be the responsibility of bidder to fill up the gap.

21	Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the DLB. The Asset Tags so printed by the successful bidder must have the bidder's logo along with other details like warranty/AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the DLB and the successful bidder.
22	Bidder should identify a person and he/she shall be the single point of contact for the DLB. Bidder also should be provided Escalation matrix for support, technical, project, etc.
23	Bidder shall submit a Bank guaranty (10 % of total order value) after the selection.

The bidder(s) has to submit an acceptance/undertaking (format enclosed in the annexure - 2) along with the delivered items, signed by the authorized person, certifying that all the components/parts/assembly/software used in the proposed hardware are original / new components / parts / assembly / software and that no refurbished / duplicate / second hand components have been used or would be used.

Project Completion and Management

For smooth completion of project the Bidder should identify one person as its Representatives and as a single point of contact for the DLB. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any. Selected Bidder to ensure the following before the Dispatch of the Desktop PCs from their Factory/Ware house.

As the DLB is using Oracle Flexcube as core banking platform, some of the Software packages/utilities are to be installed in the Desktop PCs.

DLB is having required licenses and required installation dump/media (Except OS Media and device drivers) will be provided by the DLB.

The selected Bidder should install the following packages in all Desktop PCs (The selected Bidder shall collect required utilities/application dump from DLB)

- Symantec End point protection client
- Soap and MSXML
- Configuration of Internet explorer

Following free or open source Software are also required to be loaded in the Desktop PCs

- Mozilla Firefox, Java JDK, Adobe Reader, Open Office, 7 Zip, Google Chrome, Printer/Scanner drivers.

Copies of all above software’s, Printer and Scanner Drivers are to be copied to a folder in folder called in ‘d:\Soft’. The entire scope of loading the required software packages, loading open source software, copy files (printer and scanner driver) to folders, and paste/emboss tamper proof stickers, should be done at the factory/ware house before shipment.

Project Planning, Monitoring and Control

- The Vendor/Bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate when the required deliverable will be available to DLB
- The progress of the implementation shall be monitored on regular basis and the deviations, exceptions shall be analysed and corrective actions to be recommended / suggested.

The Deliverables shall be

- Project Management Plan
- Progress Reports at key milestones

Project Reporting

- The first progress report would be submitted for the first milestone which would be the date of delivery. A weekly progress report shall be submitted thereafter. Also the Vendor/Bidder shall report on items by exception or that require urgent action.
- Monthly Project Execution Committee meetings will be held at DLB premises in Thrissur. The Vendor/Bidder is required to provide a report on the following:
 - Progress against the Project Management Plan
 - Status of all open issues

SUPPORT –TERMS AND CONDITIONS

The Successful bidders shall provide service/support on all working days except bank holidays (9.00 AM to 7.00 PM.).

The Bidders should submit a list of support centre addresses, contact person & the resolution/response matrix for these locations.

Local Support

The bidder should be capable of meet the service & support standards as specified in this tender. The bidder shall provide Warranty and AMC support [if contracted] during office Hours on all Bank Working days of the year for all the locations.

Response Time and Meantime to Restore (MTTR)

Response Time shall be as indicated below.

Service Level Expectations

Type of branch (DLB Categorisation)	Response time	Resolution time	Penalty
Metropolitan	6 Hours	12 Working Hours	1 % of that system cost per day
Urban	10 Hours	16 Working Hours	1 % of that system cost per day
Semi Urban	14 Hours	22 Working Hours	1 % of that system cost per day
Rural	NBD	28 Working Hours	1 % of that system cost per day

Type of branch and list of braches (DLB Categorization) is given in annexure – 11. Penalty will be calculated if the system issue is not resolved/restored within above given time (resolution time) or not given equivalent working stand-by system. Bank holidays shall not be calculated for penalty calculations. Resolution/Response time will be calculated on basis 9 AM – 7 PM and after 7 PM the response time/resolution time counter stops and starts from next working day 9 AM. The amount of penalty will be recovered from Bidder bank guarantee/Pending payment, during warranty and/or annual maintenance charges and/or by lodging a claim against the Bidder, as the case may be. In the event of Bank guarantee/Pending Payment amount not sufficient to set off the liability of the bidder under this head the DLB shall be at liberty to proceed against the bidder for recovery of the balance as may be advised.

Escalation matrix should be provided for support, technical, project, etc.

During support period [If contracted] DLB may, by notice of not less than 30 days in writing to the Bidder to modify or delete either any location or all location, either partial items or all items of the contract.

4. WARRANTY & SUPPORT

- The Bidder further represents and warrants that all licenses delivered /rendered under and in accordance with this Contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- The minimum warranty/AMC period shall be the period of Three Years (3) from date of installation. The Warranty will start after completion of installation at all sites as mentioned in Scope of Work and only PCs are not installed due to the reasons explicitly of/from DLB may be exempted from this with the approval from DLB.

- Upon receipt of notice of such defect / error or deficiency, the Bidder shall, with all reasonable speed, repair or replace the defective equipment/software or parts thereof, without cost to DLB.
- If the Bidder having been notified fails to remedy the defect(s) within the period specified in annexure-11, DLB may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights, which DLB may have against the Bidder under and in accordance with the Contract.

5. PENALTIES

Penalties / Liquidated Damages

Non-compliance of the above delivery & Installation clauses put together within 14 Weeks will result in imposing penalty at 0.50% per week or part thereof, on the invoice value location/office address wise. However the total Penalties / Liquidated Damages to be recovered under this clause shall be restricted to 5% of the total value of the order.

Penalties / Liquidated Damages for non-performance: If the specifications of the RFP are not met by the Bidder during various tests, the Bidder shall rectify or replace the same at Bidder cost to comply with the specifications immediately to ensure the committed uptime, failing which the DLB reserves its right to reject the items.

The liquidated damages shall be deducted / recovered by the DLB from any money due or becoming due to the Bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other pending/amount payable to the bidder in respect of other Orders levying liquidated damages without prejudice to the DLB's right to levy any other penalty where provided for under the contract.

All the above LDs are independent of each other and are applicable separately and concurrently. However the total Penalties / Liquidated Damages to be recovered under any clause shall be restricted to 10% of the total value of the order

LD is not applicable for reasons attributable to the DLB and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to the DLB and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and DLB's official that the delay is attributed to the DLB and Force Majeure at the time of requesting installation payment. If the Bidder fails to produce proof from DLB's officials for delay in installation, if any, the date of installation shall be taken for calculating the delay for LD purpose.

Penalty during support/warranty period

- If, the Bidder fails to deliver and / or install any or all of the Hardware/Licenses/ Software's mentioned in the Purchase order (PO), DLB shall, levy a penalty of a sum equivalent to 0.5% percent per week or part thereof of the value of purchase order subject to maximum of 10% of the purchase order value of the delayed equipment or unperformed services for that particular location. In case of undue delay beyond a period of 15 days unless otherwise waived by the DLB, DLB at its discretion may consider the delay as termination of the Contract.

- The DLB reserves the right to impose / waive any such penalty.
- The DLB may without prejudice to its right to effect recovery by any other method, deduct the amount of penalty from any money belonging to the bidder in its hands (which includes the DLB’s right to claim such amount against bidder’s Bank Guarantee) or which may become pending/due to the Bidder. Any such recovery of penalty shall not in any way relieve the Bidder from any of its obligations to complete the works/services or from any other obligations and liabilities under the Contract .
- Penalty for the failure of service levels are mentioned in the table – ‘Response Time and Meantime to Restore (MTTR) - Service Level Expectations’ and will be calculated monthly/quarterly while Support Payments would be made quarterly/annually (max 10% of the invoice value).

6. EXPECTED COMMISSIONING TIME

Delivery and Commissioning of the Desktop PCs will be at locations listed in annexure – 11 within 14 (Fourteen) weeks from the date of release of PO.

ACCEPTANCE TEST

Acceptance test will be conducted by Bidder at the site in presence of DLB officials and /or nominated person. Installation report (IR) should be submitted after complete implementation of systems. DLB will take over the system on successful completion of above acceptance test.

7. OBSOLESCENCE

The proposed product should not be under “End of Support” for the next Five (5) years from the date of Purchase Order and bidder will ensure that the stipulated Support and maintenance facilities on the hardware will be available for a minimum period of Five (5) years. The vendor/bidder will constantly update DLB on new technologies that could prove cost effective.

8 INSTRUCTION TO BIDDERS

- The Bidder shall bear all the costs associated with the preparation and submission of their bid.
- Bidder should submit the bid strictly as per RFP failing which bid will be rejected as non-responsive.
- At any time prior to submission of bids, the DLB may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the DLB. In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the DLB may, at its discretion, extend the deadline for submission of bids.
- Bid shall remain valid for 3 months from last date of submission of bid prescribed by DLB.

9. BIDDING PROCESS

A two stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- a) Technical bid
- b) Commercial bid.

Technical Bid shall contain all the supporting documents regarding eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in the RFP. Only those bidders confirming compliance to all the terms & conditions of RFP document shall be short-listed for commercial stage.

10. MODIFICATION OF BIDS & CONTACTING THE DLB

- Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- Any effort by a bidder to influence the DLB in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidders bid. DLB decision will be final and without prejudice and will be binding on all parties.
- No Bidder shall contact the DLB on any matter relating to its Bid, once after technical evaluation is over.

11. TERMS & CONDITIONS OF THE BIDDING FIRMS

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them.

12. SYSTEM DEMONSTRATION/PROOF OF CONCEPT

Bidder shall conduct Proof of Concept / System Demonstration wherein the Bidder has to demonstrate the implementation of the solution as per the requirement of the DLB. The Bidder shall submit detailed reports of the test outcomes to the DLB. Bidder may highlight the noteworthy/superior features of their solution/products by reference calls and site visits. The Bidder will demonstrate/substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the DLB, the capability of the solution to support all the required functionalities at their cost in their lab/office/in any other organization where solution is in use. The Bidder should use their own tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

13. DOCUMENTATION

The Bidder is required to provide the complete documentation of Desktop PCs which must include but not limited to: Specification, Device drivers details, Support contact number, and Escalation Matrix.

14. ELIGIBILITY CRITERIA FOR BIDDER/OEM

Sl.	Eligibility	Documents need to be submitted
1	The bidder must be a company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN	Supporting documents with GSTN number.
2	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator.	Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 7)
3	The Bidder should have a minimum annual turnover of at least Rs. 10 Crores in each of the last two financial years (i.e. 2016-17 & 2017-18). 4. The OEM/Bidder should have made net profit in the last financial years (i.e. 2017-18).	Audited Balance Sheet of the last three financial.
4	The bidder should have experience in supply and roll out of minimum 250 Desktop PCs in last three years, in a single order/customer and across India (more than 50 locations.).	List of installations with clients contact details for verification.
5	The bidder must be partner of the OEM last three years for the Desktop/Laptop products.	Relevant certificate from OEM with year of partnership started.
6	The Bidder should have countrywide support service facilities (Owned / Franchise/Resident Engineer) at least in 100 different locations in Metro/City/Town/village (It may be noted that if a Bidder is having more than one service centre in a location, the same shall be treated as one location only).	Documentary proof to be submitted.
7	The Bidder should have local Office/own personnel/ Service Support Centre/ franchisee at area of operation of DLB to liaison various activities like installation and maintenance etc.	Details of location and address need to provide in Annexure- 10. If the bidder having franchisee setup, letter from each franchisee need to be submitted stating that their areas and readiness to support Dhanlaxmi Bank systems.
8	OEM should provide a letter, on Equipment Support and availability of Spares during the contract Period of 3 (Three) Years.	Declaration from OEM.

9	The bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank.	Self-declaration. (Template available in Annexure- 8
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Note: All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria can entail rejection of the offer. Copies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the DLB decides, originals / certified copies should be shown for verification purpose. The DLB reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the bid/proposal.

DLB’s right to accept or reject any bid or all bids

The DLB reserves the right to accept or reject any bid and annual the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bier or bidders about the grounds for the DLBs action.

15. EVALUATION, AWARD CRITERIA & INSTRUCTIONS

The Technical Bid should necessarily contain all Technical details and other terms and condition of RFP. Bidder’s proposal should conform to the contents and format of the technical bid listed out Annexure – 4 of the RFP .Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.

The Technical Bid / Scope of the Work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include, scrutiny of company profile, technical and functional information of proposed software/service solution, system demonstration of proposed solution, reference calls and site visits.

The functional and technical specification is in a form of a table as provided in Annexure 4, which contains the required functionality/features/configurations in the second column. Bidder’s responses against each functionality as detailed therein would be evaluated for the selection. The Bidder may highlight the noteworthy/superior features of their product/solution which part of the offering and same may be specify on Annexure – 5.

1. To meet DLB's requirements, as spelt out in this Bid Document, the selected Bidder must have the requisite experience and expertise in providing services in the field of information and communication technology, the technical know-how, and the financial ability that would be required to successfully set-up the required infrastructure and provide the services sought by DLB.

2. A screening committee constituted by DLB for the purpose of selection of the successful Bidder, would evaluate Bids.
3. The proposals will be evaluated in stages. In the first stage, i.e. Technical Evaluation of the Bidders will be done and in the second stage. Indicative commercial bids would be evaluated and commercial negotiation/RA will be conducted for the technically qualified bidders in this stage.
4. The Technical Bid should necessarily contain all Technical details and other terms and condition of RFP. Bidder's proposal should conform to the contents and format of the technical bid listed out Annexure – 4 of the RFP .Proposals not conforming to the specifications may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.
5. The Technical Bid submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include, scrutiny of company profile, technical and functional information of proposed software/service/solution/system demonstration of proposed solution, reference calls and site visits.
6. The functional and technical specification is in a form of a table as provided in Annexure 4, which contains the required functionality features in the second column. Bidder's responses against each functionality as detailed therein would be evaluated for the selection. The Bidder may highlight the noteworthy/superior features of their solution and same may be specify on Annexure –5.
7. Each Bidder acknowledges and accepts that DLB may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor/bidder, not limited to those selection criteria set out in this RFP document.
8. The Bidders shall be short listed after the evaluation of their Technical Bids and will be informed. Only the short listed bidders will be permitted to participate further process.
9. DLB reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. At any time during the process of Bid evaluation, DLB may seek specific clarifications from any or all Bidders.
10. DLB reserves the right to modify the total quantities subject to a variation of $\pm 25\%$ on either side of the projected requirements. The Bidder shall not and hereby waive any or all objections that it might have at the relevant point of time.
11. Bidder will not be invited for opening of Indicative commercial bid after qualifying in the Technical Bids.

12. DLB reserves the right to accept or reject in part or full any or all the Bids without assigning any reason whatsoever. Any decision of DLB in this regard shall be final, conclusive and binding on the Bidder.
13. DLB reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of the DLB in this regard shall be final, conclusive and binding on the Bidder.
14. Modification to the RFP Document, amendments, time-extension, clarification etc. . if any, will be made available as an addendum on the DLB's website and / or emailed to the prospective Bidders.
15. All notices regarding corrigenda, addenda, amendments, time-extension, clarification, response to bidders' queries etc., if any to this RFP, will not be published through any advertisement in newspapers or any other mass media. Prospective bidders shall regularly visit DLB's website to get themselves updated on changes / development in relation to this RFP.
16. The Bidder should confirm in writing its obligation to supply upgraded model of the product in case of technological obsolescence / non-availability of contracted product/model. The supply of upgraded product, subject to the DLB's approval, will be at the same contracted price as the obsolete model.
17. In case of reduction of prices due to technological obsolescence / change of product model, the Bidder should pass on the price benefit to the DLB.
18. Successful Bidder would sign the Contract/SLA and other forms specified in RFP Document with Dhanlaxmi Bank at Thrissur only, to protect any shared sensitive information / data.
19. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. DLB shall not be responsible or liable for reimbursing/compensating these costs and expenses.
20. To complete the work at the site within stipulated timeframe, Bidder's employees/workmen may have to visit the site multiple times, at no extra cost to the DLB.
21. Quotations contained in the Bids shall remain valid for a period of 60 (sixty) days from the date of submission of the Bid in response to the RFP.
22. Prices quoted should be EXCLUSIVE of all applicable taxes and applicable taxes would be deducted at source, if any, as per prevailing rates.
23. The price ("Bid Price") quoted by the Bidder cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
24. The DLB will not be obliged to meet and have discussions with any Bidder and/ or to entertain any representations in this regard.

25. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation.
26. The DLB's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
27. The Bids received and accepted will be evaluated by the DLB to ascertain the best and lowest bid in the interest of the DLB. However, the DLB does not bind itself to accept any Bid, lowest or otherwise, and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.
28. Apart from the above, the company profile, past experience and performance track record of the Bidder in the area of the assignment, methodology to be adopted to carry out the assignment, delivery schedule, service support, price, etc. shall be some of the important criteria in selecting the bidder.
29. The Bids will be evaluated both on the Technical and Commercial merits and the DLB's decision in this regard shall be binding, final and conclusive.

16. CONFIDENTIALITY

The bidder shall not, without the written consent of the DLB, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the DLB in connection therewith, to any person(s). The bidder shall not, without the prior written consent of the DLB, make use of any document or information except for purposes of performing this agreement.

17. PATENT RIGHTS

- The bidder shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.
- The bidder shall, at their own expense, defend and indemnify the DLB against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- The bidder shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the DLB is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible therefore, including all expenses and court and legal fees.

18. SIGNING OF CONTRACT.

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with DLB, within 30 days of the award of the tender or within such extended period as may be permitted by the DLB. The letter of acceptance and such other terms and conditions as may be determined by the DLB to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

19. PAYMENT TERMS.

Hardware, Support and AMC payments would be made on Production of invoices as per below terms:

Hardware and Licenses –

- 30% along with P.O (After Invoice submission and Bank Guaranty.)
- 30% on after complete delivery, after execution of the Contract, NDA, SLA.
- 20% on after installation of the 80 percentage of complete order quantity.
- 20% on deployment and user acceptance for the remaining locations/quantity.

Buyback amount/value of existing old items as per this RFP will be deducted/reduced from the order value, Bidder may produce credit note/invoice for the same.

1. Locations refer to any branches, head-offices, central and regional offices belonging to the DLB.
2. Payment for procurement of hardware and licenses would be made on submission of invoices and report of delivery/commissioning of licenses. The warranty, if any for the procured licenses will start after commissioning/installation of hardware and licenses.
3. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment. DLB shall deduct TDS as per the government rules from the invoices submitted by the bidder.
4. for payments. Certificate of TDS deduction will be provided by the DLB as per the regulations.
5. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
6. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts quoted and the Bidder

shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging.

7. All the payments to the Successful Bidder shall be subject to the performance/ delivery of the Services to the satisfaction of DLB for this purpose.
8. Penalties / liquidated damages, if any, shall be deducted from the invoice value.

Notwithstanding anything contained in this RFP/ the Contract or in any other document(s) under no circumstances DLB shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract;

- DLB shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
- DLB reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the DLB at its sole discretion adjudge.
- Successful Bidder shall permit DLB to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
- It is clarified that the any payments of the charges made to and received by authorized Successful Bidder personnel shall be considered as a full discharge of DLB's obligations for payment under the Agreement.

Three copies of Bidder's invoice showing contract number, Services description, quantity, unit price and total amount. Prior to preparing invoice copy and delivery challan before delivering the equipments, the bidder should check, verify and confirm the location address, user name, contact details with our purchase order. Bidder should ensure that proper delivery of equipment address, Name of end user, and contact details are mentioned on the invoice copy / delivery .

20. SUBMISSION OF BID

Bid shall be submitted in Hard/Soft Copies. The bid should contain following:

1. Technical Bid.
2. Commercial Bid.

Address for Communication:

Head-IT & Digital Banking
Dhanlaxmi Bank Limited
IT Department
4th Floor, Corporate Office,
Dhanalakshmi Buildings.
Naickanal, Thrissur,
Kerala – 680 001

21. CLARIFICATIONS REGARDING RFP DOCUMENT

Before bidding, the bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. In case the bidders require any clarification on this RFP, the query may be sent to e-mail addresses: hoits@dhanbank.co.in

22. EXECUTION OF AGREEMENT

On awarding the contract, the successful bidder and DLB should execute an agreement, which states the responsibilities and obligations of each party with the other, as per DLB's outsourcing policy. The Bidder should sign and execute this Non-Disclosure Agreement before the execution of this Contract. The contract will be for a period of Three years.

23. ANNEXURES

Softcopy of Annexure sheets also available in DLB website.

Annexure-1 List of documents to be submitted for the Bid.

Annexure-2 Acceptance of Terms and Conditions.

Annexure-3 Eligibility Declaration Format.

Annexure-4 Technical Specification.

Annexure-5 Unique/Additional Technical or other Features.

Annexure-6 Commercial offer.

Annexure-7 OEM/Manufacturer Authorization Format.

Annexure-8 Non Blacklist Declaration Format.

Annexure-9 Franchisee's support acceptance letter.

Annexure-10 Bidder Support Office Details.

Annexure-11 DLB Branch/Office List, Category and Service Level Expectations.

Annexure-12 Bank Guaranty format.

Annexure - 1**List of documents to be submitted for the Bid.**

Below are the list of documents needed to be send as scanned/softcopy and originals and hardcopy may be presented after technical selection. Please restrict the maximum email size to 20 Mb and if your RFP response is more than 20 Mb, You may send as multiple emails.

Technical Bid.

1. Acceptance of Terms and Conditions. Letter to the bank on the Bidder's letter head a covering letter (Annexure-2)
2. Eligibility Declaration Format. Supporting documents and evidence listed in 'Eligibility Criteria for Bidder/OEM' for each criteria (Annexure-3).
3. Technical Specification conformation list. Bidder has to be submitted as specified in given format in Annexure-4
4. Unique/Additional Technical or other feature. Features available in the solution and offering to DLB which are not listed in DLB Technical Specification. Bidder has to submit in format specified as Annexure-5 .
5. OEM/Manufacturer Authorization Format as Annexure-7.
6. Non Blacklist Declaration Format as Annexure-8 .
7. Franchisee's support acceptance letter Annexure-9 if applicable for each franchisee.
8. Bidder Support Office Details Annexure-10.

Commercial Bid

Bidder has to submit the commercial bid with indicative pricing specified in given format in Annexure – 6.

Annexure - 2**Acceptance of Terms and Conditions.**

(Letter to the bank on the bidders's letterhead)

To

Head-IT & Digital Banking
Dhanlaxmi Bank Limited
IT Department
Dhanalakshmi Buildings
Naickanal, Thrissur, Kerala – 680 001

Dear Sir,

Sub: RFP – Desktop PCs Supply, Installation and Support for Branches.(IT/ RFP/ 2018-19/
002)

With reference to the above RFP, having examined and understood the instructions, terms, conditions, annexure and amendments forming part of the RFP, we hereby enclose our offer for the supply of the items/equipment/solutions as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms/conditions as mentioned in the RFP and all required information /annexure is enclosed. Also we conform that the all information/details enclosed are true and fully aware that if anything found false/wrong in later stage, invite penalties/legal action by Dhanlaxmi Bank.

We also confirm that the offer shall remain valid for two months from the date of the offer. We hereby undertake that the equipment/items/solution to be delivered to the Dhanlaxmi Bank will be brand new and latest.

We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Authorized Signatory

Name Designation

Office Seal

Place:

Date:

Annexure - 3

Eligibility Declaration Format

Bidder need to be filled in below table

Sl.	Eligibility Criteria	Remarks < to be filled by bidder >	Complied (Yes / No)	Proof submitted (Yes / No)
1	The bidder must be a company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN (Supporting documents with GSTN number.)	Year of Incorporation - GSTN Number - Registered Office City – Registered Office Address -		
2	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 7))	OEM Name		
3	The OEM/Bidder should have a minimum annual turnover of at least Rs. 10 Crores in each of the last two financial years (i.e. 2016-17 & 2017-18). The OEM/Bidder should have made net profit in last financial year (i.e. 2017-18). - Audited Balance Sheet of the last three financial.	Annual Turnover 2016-17 - 2017-18 – Net Profit 2017-18 -		
4	The bidder should have experience in supply and roll out of minimum 250 Desktop PCs in last three years, in a single order/customer and across India (more than 50 locations.) - List of installations with clients contact details for verification.	< Client names, year and quantity >		

5	The bidder must be partner of the OEM last three years for the Desktop/Laptop products (Relevant certificate from OEM with year of partnership started.).	OEM Name - Year of Partnership started -		
6	The Bidder should have countrywide support service facilities (Owned / Franchise/Resident Engineer) at least in 100 different locations in Metro/City/Town/village (It may be noted that if a Bidder is having more than one service centre in a location, the same shall be treated as one location only) -Documentary proof to be submitted.	Total no. of support facility -		
7	The Bidder should have local Office and own personnel/ Service Support Centre/ franchisee at area of operation of DLB to liaison various activities like installation and maintenance etc. (Details of location and address need to provide in Annexure-11 and . If the bidder having franchise setup, letter from each franchisee need to be submitted stating that their areas and readiness of support.)			
8	OEM should provide a letter, on Equipment Support and availability of Spares during the contract Period of 3 (Three) Years. (Declaration from OEM.)			
9	The bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank (Self-declaration. Template available in Annexure- 8).			

Annexure - 4

Technical Specification – Desktop PCs

Bidder may propose two models of same OEM on separate below format

Sl. No	Components/Features	Required Configurations	Bidder's Response
1	Make & Model	Please Specify	
2	Processor	2 GHz clock speed or higher (Please Specify details)	
3	Cache	2MB L2 cache or higher (Please Specify details)	
4	Chipset	(Please Specify details)	
5	Mother Board	(Please Specify details)	
6	Form Factor	(Please Specify details)	
7	Memory	4 GB (1 memory slot should be free for future up-gradation) (Please Specify details)	
8	Hard Disk Drive	500 GB SATA HDD, 7.2K RPM or Higher(With minimum 2 partitions) (Please Specify details)	
9	Ethernet	Integrated Gigabit (Minimum 100Mbps with RJ-45 Port) . Shall be supported for IPv6 IP Address Protocol. (Please Specify details)	
10	USB	6 USB ports or above with Minimum 2 USB 3.0 Port. (Please Specify details)	
11	Display	VGA/DVI-D/HDMI. (Please Specify details)	
12	Keyboard	USB 104 Keys (Preferably Mechanical one having key life of 40 million keystrokes or above) Authentic proof of keys life must be attached along with the offer. (Please Specify details)	
13	Mouse	USB OEM optical scroll Mouse with Mouse Pad (Same make as PC). (Please Specify details)	

14	Operating System	Pre loaded with genuine Microsoft Windows 10 Pro 64-bit (The Manufacturer of the Desktop should be direct named OEM of Microsoft Corporation for preloading Microsoft products)	
15	Monitor	17" or above LED Back Lit OEM Monitor with TCO 6 (or above) certification and should be compatible with CPU display interface (Same make as PC with power and display cable), (Please Specify details)	
16	Warranty	Three (3) years onsite Comprehensive warranty with Operating Support services including OS restoration/configuration (OS Media/Device drivers related to supplied hardware need to carry by Bidder personal for the restoration).	
17	Power cord	5 Amps compatible with Indian Sockets	
18	Additional Requirements	DLB Name/Logo, system serial and Warranty should be Embossed / Printed / Pasted with tamper proof stickers.	

Bidders may highlight the important Unique/Additional technical or other features (In Annexure-5) providing to DLB in the solution which are not listed in Technical Specification.

Annexure – 5
Unique/Additional Technical or other features.

Bidders may highlight the important Unique/Additional technical or other features providing to DLB in the solution which are not listed in Technical Specification in below format.

Sl.	Unique/Additional technical or other feature not listed in Technical Specification.	Remarks
1		
2		
3		
4		
5		
6		
7		
8		

We assure that above additional features/service as part of the offering to Dhanlaxmi Bank.

Annexure – 6

Commercial offer

Commercial offer - Desktop PC's for the 290 numbers with specification mentioned in this RFP. Bidder may propose two models/option from the same OEM

Option - 1

Item/Description	Model and Brief Configurations	Cost for 1 Qty.	Total Cost for 290 Units
Desktop PC (Including Installation, configuration, Three (3) Years onsite Support/Warranty including OS support)			

All prices are exclusive of taxes.

Option – 2

Item/Description	Model and Brief Configurations	Cost for 1 Qty.	Total Cost for 290 Units
Desktop PC (Including Installation, configuration, Three (3) Years onsite Support/Warranty including OS support)			

All prices are exclusive of taxes.

Buyback - Existing old working.

Sr. No.	Model/Configurations Existing old working Thin Clients for buyback	Buyback Cost for 1 Qty.	Remarks
1	AGS- VIA C7 1.00GHz, 1GB RAM, 1GB ROM or AGS- Atom D510, 1.66GHz, 1GB RAM, 1GB ROM		Existing old working Thin Clients with Keyboard, Mouse and Monitor to be bought back from the same location. Total number of old items to be bought back shall not exceed the total quantity of order.

Buyback amount/value of existing old items as per this RFP will be deducted/reduced from the order value; Bidder may produce credit note/invoice for the same.

All prices quoted shall based on the services, specification, terms and conditions specified by the DLB in the RFP.

Annexure - 7**OEM/Manufacturer Authorization Format**

(On OEM's letter head)

Date:

To

Head- IT & Digital Banking
IT Department
Dhanlaxmi Bank ,Corporate Office
Thrissur

Dear Sir,

Sub: Manufacturer Authorization for RFP Desktop PCs Supply, Installation and Support for Branches.(IT/ RFP/ 2018-19/ 002)

We <OEM Name> , having our registered office at <OEM Address> are an established and reputed manufacturer of Desktop PCs do hereby authorize M/s_____ (Name and address of the Partner) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the bidder.

We also confirm that we will ensure all spares/support through M/s for all the products quoted for and supplied to the Dhanlaxmi Bank during the Three years product warranty period.

<OEM Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure - 8

Non Blacklist Declaration Format

(On Bidders' letter head)

Date:

To

Head- IT Digital, Banking
IT Department
Dhanlaxmi Bank
Corporate Office
Thrissur

Dear Sir,

Sub: Non Blacklist Declaration by *<Bidder Name>* for RFP No. Dated *<xx/xx/xxxx>*

We *<Bidder Name>* having our registered office at *<Bidder Address>* are an established and reputed company, do hereby declare and confirm that we and our proposed product OEM are not currently blacklisted by any Central/State Govt. or any Bank.

<Bidder Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the Bidder and should be signed by a person competent and having the power of attorney to bind the Bidder. It should be included by the bidder in its bid.

Annexure - 9**Franchisee's support acceptance letter**

(Each franchisee's need to submit their acceptance on franchisee's letter head)

Date:

To

Head- IT Digital, Banking
IT Department
Dhanlaxmi Bank Ltd.
Corporate Office
Thrissur

Dear Sir,

We, < franchisee name > a franchisee of < Bidder/OEM Name >, we undertake Desktop PCs/System support activities for < Bidder/OEM Name > in <Area name/s > area/s and we assure to do Desktop PCs/System support activities for Dhanlaxmi Bank in same area/s behalf of < Bidder/OEM Name > if contracted.

Yours Faithfully

<Name>

<Franchisee Name>

<Address>

<Contact Number>

Annexure - 10

Bidder Support Office Details.

Details of location and address need to provide in below table. If the bidder having OEM/franchisee setup, letter from each franchisee need to be submitted stating that their areas and readiness to support Dhanlaxmi Bank systems.

Sl.	District	State	Bidder direct support is available in same district Y/N	If the bidder support executing through Y/N	Bidder nearest Support Office Details		
					Support Office District	Support Office Address(Provide franchisee name and contact name also for franchisee location letter from each franchisee need to be submitted as in Annexure – XX .)	Contact Nos.
1	Anantapur	Andhra Pradesh					
2	Chittoor	Andhra Pradesh					
3	East Godavari	Andhra Pradesh					
4	Guntur	Andhra Pradesh					
5	Krishna	Andhra Pradesh					
6	Nellore	Andhra Pradesh					
7	Visakhapatnam	Andhra Pradesh					
8	West Godavari	Andhra Pradesh					
9	Y.S.R.	Andhra Pradesh					
10	Chandigarh	Chandigarh					
11	Ahmedabad	Gujarat					
12	Banas Kantha	Gujarat					
13	Gir Somnath	Gujarat					
14	Surat	Gujarat					

15	Faridabad	Haryana					
16	Gurgaon	Haryana					
17	Bangalore Urban	Karnataka					
18	Dakshin Kannad	Karnataka					
19	Mysore	Karnataka					
20	Tumkur	Karnataka					
21	Alapuzha	Kerala					
22	Ernakulam	Kerala					
23	Idukki	Kerala					
24	Kannur	Kerala					
25	Kasaragod	Kerala					
26	Kollam	Kerala					
27	Kottayam	Kerala					
28	Kozhikode	Kerala					
29	Malappuram	Kerala					
30	Palakkad	Kerala					
31	Pathanamthitta	Kerala					
32	Thiruvananthapuram	Kerala					
33	Thrissur	Kerala					
34	Wayanad	Kerala					
35	Bhopal	Madhya Pradesh					
36	Mumbai	Maharashtra					
37	Mumbai Suburban	Maharashtra					
38	Palghar	Maharashtra					
39	Pune	Maharashtra					
40	Thane	Maharashtra					
41	New Delhi	NCT of Delhi					
42	Jalandhar	Punjab					
43	Jaipur	Rajasthan					
44	Jodhpur	Rajasthan					
45	Chennai	Tamil Nadu					
46	Coimbatore	Tamil Nadu					
47	Cuddalore	Tamil Nadu					
48	Dindigul	Tamil Nadu					
49	Erode	Tamil Nadu					
50	Kancheepuram	Tamil Nadu					
51	Kanyakumari	Tamil Nadu					
52	Karur	Tamil Nadu					
53	Madurai	Tamil Nadu					
54	Namakkal	Tamil Nadu					

55	Ramanathapuram	Tamil Nadu					
56	Salem	Tamil Nadu					
57	Thanjavur	Tamil Nadu					
58	Tiruchirapalli	Tamil Nadu					
59	Tiruppur	Tamil Nadu					
60	Vellore	Tamil Nadu					
61	Hyderabad	Telangana					
62	Khammam	Telangana					
63	Nizamabad	Telangana					
64	Rangareddi	Telangana					
65	Amethi	Uttar Pradesh					
66	Bareilly	Uttar Pradesh					
67	Lucknow	Uttar Pradesh					
68	Varanasi	Uttar Pradesh					
69	Bardhaman	West Bengal					
70	Kolkata	West Bengal					
71	North 24 Parganas	West Bengal					

Annexure - 11

DLB Branch/Office List, Category and Service Level Expectations

Service Level Expectations

Type of branch (DLB Categorisation)	Response time	Resolution time	Penalty
Metropolitan	6 Hours	12 Working Hours	1 % of that system cost per day
Urban	10 Hours	16 Working Hours	1 % of that system cost per day
Semi Urban	14 Hours	22 Working Hours	1 % of that system cost per day
Rural	NBD	28 Working Hours	1 % of that system cost per day

Type of branch and list of branches (DLB Categorization) is given below table. Penalty will be calculated if the system issue is not resolved/restored within above given time (resolution time) or not given equivalent working stand-by system. For more details please see section 'SUPPORT –TERMS AND CONDITIONS'. Bank holidays shall not be calculated for penalty calculations. Resolution/Response time will be calculated on basis 9 AM – 7 PM and after 7 PM the response time/resolution time counter stops and starts from next working day 9 AM.

DLB Branch/Office List/Category					
Sl.	Branch Code	Branch/Office Name	District	State	DLB Category
1	1	Thrissur Main	Thrissur	Kerala	Urban
2	2	Shanmugam Road-Ernakulam	Ernakulam	Kerala	Urban
3	3	Big Bazar-Palakkad	Palakkad	Kerala	Urban
4	4	Pushpagiri-Thrissur	Thrissur	Kerala	Urban
5	5	Peringottukara	Thrissur	Kerala	Rural
6	6	Kanjany	Thrissur	Kerala	Semi-urban
7	7	Kalparamba	Thrissur	Kerala	Rural
8	8	Kodakara	Thrissur	Kerala	Semi-urban
9	9	High Road-Thrissur	Thrissur	Kerala	Urban
10	10	Kunnamkulam	Thrissur	Kerala	Semi-urban
11	11	Pazhanji	Thrissur	Kerala	Semi-urban
12	12	Irinjalakuda	Thrissur	Kerala	Semi-urban
13	13	Cherthala	Alapuzha	Kerala	Semi-urban
14	14	Kuthiathode	Alapuzha	Kerala	Semi-urban
15	15	Round South-Thrissur	Thrissur	Kerala	Urban

16	16	Parli	Palakkad	Kerala	Semi-urban
17	17	Mattancherry	Ernakulam	Kerala	Urban
18	18	Palluruthy	Ernakulam	Kerala	Urban
19	19	Vadakkencherry	Palakkad	Kerala	Semi-urban
20	20	Edappal	Malappuram	Kerala	Semi-urban
21	21	Cheruthuruthy	Thrissur	Kerala	Semi-urban
22	22	Pattambi	Palakkad	Kerala	Semi-urban
23	23	Pazhayannur	Thrissur	Kerala	Semi-urban
24	24	Kuzhupilly	Ernakulam	Kerala	Semi-urban
25	25	Haripad	Alapuzha	Kerala	Semi-urban
26	26	Kongad	Palakkad	Kerala	Semi-urban
27	27	S L Puram-Kanjikuzh	Alapuzha	Kerala	Semi-urban
28	28	Thiruvanchikulam	Thrissur	Kerala	Semi-urban
29	29	Kunissery	Palakkad	Kerala	Semi-urban
30	30	Parappur	Thrissur	Kerala	Rural
31	31	Cheranellur	Ernakulam	Kerala	Semi-urban
32	32	Thazhava	Kollam	Kerala	Semi-urban
33	33	Thachampara	Palakkad	Kerala	Semi-urban
34	34	Aloor	Thrissur	Kerala	Semi-urban
35	35	Kainakary	Alapuzha	Kerala	Semi-urban
36	36	Punnakunnam	Alapuzha	Kerala	Semi-urban
37	37	Vazhuthacaud-Trivandrum	Thiruvananthapuram	Kerala	Urban
38	38	Palarivattom-Ernakulam	Ernakulam	Kerala	Urban
39	40	Karakulam	Thiruvananthapuram	Kerala	Semi-urban
40	41	Kozhikode	Kozhikode	Kerala	Urban
41	42	Mundur	Thrissur	Kerala	Semi-urban
42	44	Muringoor	Thrissur	Kerala	Rural
43	45	Aryanad	Thiruvananthapuram	Kerala	Semi-urban
44	46	Thottippal	Thrissur	Kerala	Rural
45	48	Vaikom	Kottayam	Kerala	Semi-urban
46	49	Athani	Thrissur	Kerala	Rural
47	50	Vallangi-Nemmara	Palakkad	Kerala	Semi-urban
48	51	Kottayam	Kottayam	Kerala	Semi-urban
49	52	Kanichikulangara	Alapuzha	Kerala	Semi-urban
50	53	Puthur	Thrissur	Kerala	Semi-urban
51	54	Mount Road-Chennai	Chennai	Tamil Nadu	Metropolitan
52	55	Hospital Road-Ernakulam	Ernakulam	Kerala	Urban
53	56	Sultanpet-Palakkad	Palakkad	Kerala	Urban
54	57	Fort-Trivandrum	Thiruvananthapuram	Kerala	Urban
55	58	Thrikunnapuzha	Alapuzha	Kerala	Semi-urban
56	59	Kollam	Kollam	Kerala	Urban
57	60	Guruvayoor	Thrissur	Kerala	Semi-urban
58	61	Perinkulam	Palakkad	Kerala	Semi-urban

59	62	Coimbatore	Coimbatore	Tamil Nadu	Metropolitan
60	63	Pollachi	Coimbatore	Tamil Nadu	Semi-urban
61	64	Varandarappilly	Thrissur	Kerala	Semi-urban
62	65	Thrikkariyoor	Ernakulam	Kerala	Semi-urban
63	66	Kannur	Kannur	Kerala	Semi-urban
64	67	Munnar	Idukki	Kerala	Semi-urban
65	68	Mandaveli-Chennai	Chennai	Tamil Nadu	Metropolitan
66	69	Gandhi Nagar-Bangalore	Bangalore Urban	Karnataka	Metropolitan
67	70	Mangalore	Dakshin Kannad	Karnataka	Urban
68	71	Kumaranellur	Thrissur	Kerala	Rural
69	72	Desom	Ernakulam	Kerala	Semi-urban
70	73	Angamaly	Ernakulam	Kerala	Semi-urban
71	74	Pudusserry	Palakkad	Kerala	Semi-urban
72	75	Kodunthirapully	Palakkad	Kerala	Semi-urban
73	76	Arattupuzha	Thrissur	Kerala	Rural
74	77	Anad	Thiruvananthapuram	Kerala	Semi-urban
75	78	Chadayamangalam	Kollam	Kerala	Semi-urban
76	79	Koppam	Palakkad	Kerala	Semi-urban
77	80	Tripunithura	Ernakulam	Kerala	Semi-urban
78	81	Palakkal	Thrissur	Kerala	Rural
79	82	Kurichikkara	Thrissur	Kerala	Rural
80	83	Chittoor	Palakkad	Kerala	Semi-urban
81	84	Nagercoil	Kanyakumari	Tamil Nadu	Urban
82	85	Kallambalam	Thiruvananthapuram	Kerala	Semi-urban
83	86	Thaikattussery	Thrissur	Kerala	Urban
84	87	Kottekkad	Thrissur	Kerala	Semi-urban
85	88	Hyderabad	Hyderabad	Telangana	Metropolitan
86	89	K V Kuppam	Vellore	Tamil Nadu	Rural
87	90	Latheri	Vellore	Tamil Nadu	Rural
88	91	Vellore	Vellore	Tamil Nadu	Urban
89	92	Sreenivasapuram	Thiruvananthapuram	Kerala	Semi-urban
90	94	Tumkur	Tumkur	Karnataka	Urban
91	95	Alappuzha	Alapuzha	Kerala	Urban
92	96	Vazhaipandal	Vellore	Tamil Nadu	Rural
93	97	G T-Chennai	Chennai	Tamil	Metropolitan

				Nadu	n
94	98	Edavilangu	Thrissur	Kerala	Semi-urban
95	99	Ayarkunnam	Kottayam	Kerala	Semi-urban
96	100	Chirakadavu	Kottayam	Kerala	Semi-urban
97	101	Peruvamba	Palakkad	Kerala	Semi-urban
98	102	Vattappara	Thiruvananthapuram	Kerala	Semi-urban
99	103	Vijayawada	Krishna	Andhra Pradesh	Metropolitan
100	104	Chittumala	Kollam	Kerala	Semi-urban
101	105	Thiruchirappalli	Tiruchirappalli	Tamil Nadu	Urban
102	106	Madurai	Madurai	Tamil Nadu	Metropolitan
103	107	Salem	Salem	Tamil Nadu	Urban
104	108	Melarcod	Palakkad	Kerala	Semi-urban
105	110	Perunna	Kottayam	Kerala	Semi-urban
106	111	Thazhakkara	Alapuzha	Kerala	Semi-urban
107	112	Erode	Erode	Tamil Nadu	Urban
108	113	Thiruvalla	Pathanamthitta	Kerala	Semi-urban
109	114	Ottappalam	Palakkad	Kerala	Semi-urban
110	115	Adiramapattinam	Thanjavur	Tamil Nadu	Semi-urban
111	116	J C Road-Bangalore	Bangalore Urban	Karnataka	Metropolitan
112	117	Pamba	Pathanamthitta	Kerala	Semi-urban
113	118	Manacaud-Trivandrum	Thiruvananthapuram	Kerala	Urban
114	119	Thottamon	Pathanamthitta	Kerala	Semi-urban
115	120	Kappil	Thiruvananthapuram	Kerala	Semi-urban
116	121	Pathanamthitta	Pathanamthitta	Kerala	Semi-urban
117	122	Chengannur	Alapuzha	Kerala	Semi-urban
118	123	Tirupur	Tiruppur	Tamil Nadu	Urban
119	124	Matunga-Mumbai	Mumbai	Maharashtra	Metropolitan
120	125	Veerapanchatram	Erode	Tamil Nadu	Semi-urban
121	126	Sasthamangalam-Trivandrum	Thiruvananthapuram	Kerala	Urban
122	127	Peelamedu-Coimbatore	Coimbatore	Tamil Nadu	Metropolitan
123	128	Thalassery	Kannur	Kerala	Semi-urban
124	129	Udumalpet	Tiruppur	Tamil Nadu	Semi-urban

125	130	Perinthalmanna	Malappuram	Kerala	Semi-urban
126	131	Thodupuzha	Idukki	Kerala	Semi-urban
127	132	Tirur	Malappuram	Kerala	Semi-urban
128	133	Chevarambalam	Kozhikode	Kerala	Urban
129	134	Ponnani	Malappuram	Kerala	Semi-urban
130	135	Muvattupuzha	Ernakulam	Kerala	Semi-urban
131	136	Valanchery	Malappuram	Kerala	Semi-urban
132	137	T Nagar-Chennai	Chennai	Tamil Nadu	Metropolitan
133	138	Karur	Karur	Tamil Nadu	Semi-urban
134	139	Peenya-Bangalore	Bangalore Urban	Karnataka	Metropolitan
135	140	Chembur-Mumbai	Mumbai Suburban	Maharashtra	Metropolitan
136	142	Surat	Surat	Gujarat	Metropolitan
137	143	Ahmedabad	Ahmedabad	Gujarat	Metropolitan
138	144	Fort-Mumbai	Mumbai	Maharashtra	Metropolitan
139	145	Ifb-Ernakulam	Ernakulam	Kerala	Urban
140	147	Connaught Place-New Delhi	New Delhi	NCT of Delhi	Metropolitan
141	148	Kaloor-Ernakulam	Ernakulam	Kerala	Urban
142	149	Anna Nagar-Chennai	Chennai	Tamil Nadu	Metropolitan
143	150	Palai	Kottayam	Kerala	Semi-urban
144	151	Koramangala-Bangalore	Bangalore Urban	Karnataka	Metropolitan
145	152	Kalpetta	Wayanad	Kerala	Semi-urban
146	153	Kasargode	Kasaragod	Kerala	Semi-urban
147	154	Kolkata	Kolkata	West Bengal	Metropolitan
148	155	Edappally	Ernakulam	Kerala	Urban
149	156	Kollengode	Palakkad	Kerala	Semi-urban
150	160	R S Puram Branch-Coimbatore	Coimbatore	Tamil Nadu	Metropolitan
151	161	Hrbr Layout	Bangalore Urban	Karnataka	Metropolitan
152	162	Velachery	Chennai	Tamil Nadu	Metropolitan
153	163	Pandalam	Pathanamthitta	Kerala	Urban
154	165	Bar Council Of Kerala-Ekm	Ernakulam	Kerala	Urban
155	166	Adoor	Pathanamthitta	Kerala	Semi-urban
156	167	Banjara Hills-Hyderabad	Hyderabad	Telangana	Metropolitan

157	168	Kukatpally	Rangareddi	Telangana	Metropolita n
158	169	Sion-Mumbai	Mumbai	Maharashtr a	Metropolita n
159	170	Karolbagh-New Delhi	New Delhi	NCT of Delhi	Metropolita n
160	171	Guntur	Guntur	Andhra Pradesh	Urban
161	172	Kasturba Road-Bangalore	Bangalore Urban	Karnataka	Metropolita n
162	173	Visakhapatnam	Visakhapatnam	Andhra Pradesh	Metropolita n
163	174	Vashi-Mumbai	Thane	Maharashtr a	Metropolita n
164	175	Tirupati	Chittoor	Andhra Pradesh	Urban
165	176	Nellore	Nellore	Andhra Pradesh	Urban
166	177	Lajpat Nagar-New Delhi	New Delhi	NCT of Delhi	Metropolita n
167	178	Ashok Nagar-Chennai	Chennai	Tamil Nadu	Metropolita n
168	179	Eluru	West Godavari	Andhra Pradesh	Urban
169	180	Ring Road-Vijayawada	Krishna	Andhra Pradesh	Metropolita n
170	181	Malappuram	Malappuram	Kerala	Urban
171	182	Kakinada	East Godavari	Andhra Pradesh	Urban
172	183	Nizamabad	Nizamabad	Telangana	Urban
173	184	Karunagappally	Kollam	Kerala	Semi-urban
174	185	Khammam	Khammam	Telangana	Urban
175	186	Salt Lake	North 24 Parganas	West Bengal	Urban
176	188	S R Nagar	Hyderabad	Telangana	Metropolita n
177	189	Jaya Nagar	Bangalore Urban	Karnataka	Metropolita n
178	190	Janakpuri New Delhi	New Delhi	NCT of Delhi	Metropolita n
179	193	Nehru Place	New Delhi	NCT of Delhi	Metropolita n
180	195	Gurgaon	Gurgaon	Haryana	Urban
181	196	Faridabad	Faridabad	Haryana	Metropolita n
182	198	Ulhas Nagar	Thane	Maharashtr a	Urban
183	199	Goregaon-Mumbai	Mumbai Suburban	Maharashtr a	Metropolita n

184	200	Cbd Belapur	Thane	Maharashtra	Metropolitan
185	201	Borivli	Mumbai Suburban	Maharashtra	Metropolitan
186	202	Palani	Dindigul	Tamil Nadu	Semi-urban
187	203	Kancheepuram	Kancheepuram	Tamil Nadu	Urban
188	204	Dhanuvachapuram	Thiruvananthapuram	Kerala	Semi-urban
189	205	Punalur	Kollam	Kerala	Semi-urban
190	208	Nalsopara	Palghar	Maharashtra	Metropolitan
191	209	Dombivli	Thane	Maharashtra	Metropolitan
192	210	Bhiwandi	Thane	Maharashtra	Urban
193	211	Ambernath-Maharashtra	Thane	Maharashtra	Urban
194	212	Mumbai Central	Mumbai	Maharashtra	Metropolitan
195	213	Vadodara	Vadodara	Gujarat	Metropolitan
196	214	Rajampeth	Y.S.R.	Andhra Pradesh	Semi-urban
197	215	Bardoli	Surat	Gujarat	Semi-urban
198	216	Lucknow	Lucknow	Uttar Pradesh	Metropolitan
199	217	Namakkal	Namakkal	Tamil Nadu	Semi-urban
200	218	Jaipur	Jaipur	Rajasthan	Metropolitan
201	219	Chandigarh	Chandigarh	Chandigarh	Urban
202	220	Jalandar City	Jalandhar	Punjab	Urban
203	221	Jagdishpur	Amethi	Uttar Pradesh	Rural
204	222	Varanasi	Varanasi	Uttar Pradesh	Metropolitan
205	223	Mysore	Mysore	Karnataka	Urban
206	224	Palanpur Gujarat	Banas Kantha	Gujarat	Urban
207	225	Puttapurthi	Anantapur	Andhra Pradesh	Semi-urban
208	226	Bhopal	Bhopal	Madhya Pradesh	Metropolitan
209	227	Durgapur	Barddhaman	West Bengal	Urban
210	228	Yelahanka	Bangalore Urban	Karnataka	Metropolitan

211	229	Mulund Mumbai	Mumbai Suburban	Maharashtra	Metropolitan
212	230	Bandra Mumbai	Mumbai Suburban	Maharashtra	Metropolitan
213	231	Pune Maharashtra	Pune	Maharashtra	Metropolitan
214	232	Rameswaram	Ramanathapuram	Tamil Nadu	Semi-urban
215	233	Udma Kerala	Kasaragod	Kerala	Rural
216	234	Ghatkopar Mumbai	Mumbai Suburban	Maharashtra	Metropolitan
217	235	Chidambaram	Cuddalore	Tamil Nadu	Semi-urban
218	236	Veraval Gujarat	Gir Somnath	Gujarat	Urban
219	237	Manjeri Kerala	Malappuram	Kerala	Semi-urban
220	238	Kattampally	Kannur	Kerala	Semi-urban
221	239	Kayyur Kerala	Kasaragod	Kerala	Rural
222	240	Thrikkakara	Ernakulam	Kerala	Rural
223	241	Vadakara Kerala	Kozhikode	Kerala	Semi-urban
224	242	Kanhangad	Kasaragod	Kerala	Urban
225	244	Kuruppampady Kerala	Ernakulam	Kerala	Semi-urban
226	246	Panaji-Goa	North Goa	Goa	Semi-urban
227	247	Andheri Mumbai	Mumbai Suburban	Maharashtra	Metropolitan
228	248	Prabhadevi,Mumbai	Mumbai	Maharashtra	Metropolitan
229	249	Vasai Thane	Palghar	Maharashtra	Metropolitan
230	250	Virar Thane	Palghar	Maharashtra	Metropolitan
231	251	Aict, Saligramam,Chennai	Chennai	Tamil Nadu	Metropolitan
232	252	S N School & College,West Mambalam	Chennai	Tamil Nadu	Metropolitan
233	253	Amrita Institute Of Technology,Ettimadai	Coimbatore	Tamil Nadu	Rural
234	254	Mgr Adarsh Metriculation High School,Chennai	Chennai	Tamil Nadu	Metropolitan
235	255	S.T Hindu College,Nagercoil,Tn	Kanyakumari	Tamil Nadu	Urban
236	256	Kilpauk,Chennai	Chennai	Tamil Nadu	Metropolitan
237	257	Nri Medical College,Chinna Kakani	Guntur	Andhra Pradesh	Rural
238	258	Amrita Institute Of Technology,Bangalore	Bangalore Urban	Karnataka	Metropolitan
239	259	Guruvayoor Devaswom,Guruvayoor	Thrissur	Kerala	Semi-urban

240	260	M.A Math, Vallikavu	Kollam	Kerala	Urban
241	261	Mims, Kozhikode	Kozhikode	Kerala	Urban
242	262	Medical College, Mulankunnathukavu	Thrissur	Kerala	Rural
243	263	Municipal Bldng, Varkala, Kerala	Thiruvananthapuram	Kerala	Semi-urban
244	264	N.S.S Taluk Union, Kottarakara	Kollam	Kerala	Semi-urban
245	265	S.N College, Cherthala	Alapuzha	Kerala	Semi-urban
246	266	T.D.B Office, Mavelikkara, Kerala	Alapuzha	Kerala	Semi-urban
247	267	T.D.B Office, Ettumanoor, Kerala	Kottayam	Kerala	Semi-urban
248	268	Aluva	Ernakulam	Kerala	Semi-urban
249	269	Attukal Devi Temple, Tvm	Thiruvananthapuram	Kerala	Urban
250	270	Vanchiyoor-Bar Council, Tvm	Thiruvananthapuram	Kerala	Urban
251	271	Beach Road, Kollam, Kerala	Kollam	Kerala	Urban
252	272	Gcda, Ernakulam	Ernakulam	Kerala	Urban
253	273	S.D College, Allepy, Kerala	Alapuzha	Kerala	Urban
254	274	Shankers Hospital, Kollam, Kerala	Kollam	Kerala	Urban
255	275	Tdb Office, Nanthancode, Tvm	Thiruvananthapuram	Kerala	Urban
256	276	Welcare Hospital, Vytilla	Ernakulam	Kerala	Urban
257	278	Jodhpur	Jodhpur	Rajasthan	Metropolitan
258	279	Bareilly	Bareilly	Uttar Pradesh	Urban
259	-	Central Office, Thrissur	Thrissur	Kerala	Urban
260	-	Staff Training College (STC)	Thrissur	Kerala	Urban
261	-	DC Whitefield, Bangalore	Bangalore Urban	Karnataka	Metropolitan
262	-	Regional Office, Thiruvananthapuram	Thiruvananthapuram	Kerala	Urban

Annexure - 12**Bank Guaranty Format**

Bidder need to submit a Bank guaranty (10 % of total order value) after the selection.

BANK GUARANTEE FOR RELEASE OF RETENTION AMOUNT

To,

DHANLAXMI BANK LTD
Corporate Office, Naickanal, Thrissur.

This deed of guarantee made on this ... day... 2019 by Bank, having its registered/Head office at and amongst all places a branch at and wherever the context so requires includes its successors and assigns (hereinafter called the SURETY) for the favour of DHANLAXMI BANK LTD..... (hereinafter called DLB) and wherever the context so requires include its successors and assigns. The IT Department of DHANLAXMI BANK LTD, Corporate Office, Naickanal, Thrissur is placing the order for purchase is hereby called as "purchaser".

The Purchaser has placed an order No. dated the(hereinafter called the 'Said Order') for supply & installation of computer equipments at the Dhanlaxmi Bank offices for the total value of Rs..... with M/s _____, a company having its registered office at and wherever the context so requires includes its successors and assigns (hereinafter called to or referred to as 'The Supplier').

In terms of the order, the supplier is required to furnish the purchaser at his own cost a Performance Bank Guarantee for an amount of Rs. _____ (equal to the 10% of the above total value) for fulfilling the conditions of technical delivery in the purchase order towards guarantee against all manufacturing defects for a period up to _____ (Thirty Eight (38) months from the date of installation of computer equipments at the branch and acceptance thereof).

The surety at the request of the supplier agreed to issue a Performance Bank Guarantee in terms of the order. Further the supplier and the purchaser have agreed that the supplier shall repair or replace free of cost, equipments, machinery, its parts and components found defective on account of bad workmanship or defective materials or inferior manufacture as mentioned in the warranty/guarantee clause.

We (Indicate the name of the Bank giving the guarantee) do hereby undertake to pay the amounts due and payable under this guarantee, without any demur merely on a demand from the purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of breach by the supplier in any of the terms or conditions contained in the said order or by reason of the supplier's failure to perform the order. (ANY SUCH DEMAND MADE BY THE PURCHASER SHALL BE CONCLUSIVE AS REGARDS THE AMOUNT DUE AND PAYABLE TO THE PURCHASER UNDER THIS GUARANTEE).

We undertake to pay to the purchaser any money so demanded notwithstanding any dispute or disputes raised by the supplier in any suit or proceeding pending before any Court or Tribunal or Arbitration relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment there under and the supplier shall have no claim against us for making such payment.

We (Indicate the name of the Bank giving the guarantee) further agree with the purchaser that the purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations there under to vary any of the terms and conditions of the said order or to extend time of performance by the said supplier from time to time or to postpone for any time or from time to time any of the powers exercisable by the purchaser against the said supplier and to for bear or enforce any of the terms and conditions relating to the said order and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said supplier or for any forbearance, act or omission on the part of the purchaser or any indulgence by the purchaser to the said supplier or by any such matter or thing whatsoever which under the law relating to sureties, but for this provision, have effect of so relieving us.

We shall not be discharged or released from the guarantee by any arrangement between the purchaser and the supplier with or without consent of the surety or by any alteration in the obligations of the parties or by any indulgence, forbearance whether as to payment time, performance or otherwise.

This guarantee shall not be affected by any change in the constitution of M/s ----- i.e. supplier by absorption with any other body or corporation or other and this guarantee will be available to or enforceable by such body or corporation also.

Notwithstanding anything contained herein:

a) Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ only);

b) this Bank Guarantee shall be valid up to _____ ; and

c) we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____ (One year from the date of Guarantee).”

DATED AT _____(PLACE) THIS _____ DAY OF _____

FULL SIGNATURE WITH SEAL OF THE BANK (SURETY)

--- End of the Document ---