

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

**Request for Proposal
Ethernet Switch Supply, Installation and Support for Branches.**

RFP No: IT/ RFP/ 2018-19/ 003

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08th Mar, 2019

RFP Details in Brief.

RFP No. and date	RFP No: DLB_IT/ RFP/ 2018-19/ 003 Dated - 08/03/2019
Brief Description of the RFP	Ethernet Switch 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 Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by Dhanlaxmi Bank.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 Ethernet Switches for DLB as per Scope of work and Technical Specifications given in this document.

3. SCOPE OF WORK

1	Supply, installation, configuration, operationalisation and support of the Ethernet Switches. This include mounting/placing, replacing of existing switch and configuration of IP and configuration of Telnet/SSH to allow access from DLB NOC. Maintenance of the supplied equipment for a period of Three year warranty/support (including hardware and Operating System/Firmware etc.) with back to back support from the OEM.
2	On-site comprehensive warranty - The Bidder should maintain the Ethernet Switches during warranty period. During the warranty period, the Bidder is bound to do all hardware spares/device replacement and Operating System/Firmware restoration activities if any without extra cost to DLB covering all parts & labor from the date of acceptance of the systems by DLB at the respective locations.
3	The Bidder shall deliver Ethernet Switches at the respective locations (Mentioned in Annexure - 11 as per the Delivery Schedule on receipt of the Purchase Order from the DLB.
4	Existing old Ethernet Switches need to keep as stand-by in same network rack at each locations.
5	All necessary connecting cables (except Ethernet patch cords) 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.
6	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.
7	The successful bidder needs to coordinate with the respective DLB NOC/Branches/Regional office/ Administrative office in respect of installation. The Bidder will be single point of contact to the DLB.

8	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, post warranty annual maintenance(if contracted). (Locations mentioned in the Annexure-11 and Technical Specifications mentioned annexure - 4).
9	The Bidder shall provide all other required 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.
10	The Successful bidders shall provide service/support on all working days of Bank. (9.00 a.m. to 7.00 p.m.).
11	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.
12	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 DLB NOC/branches/offices and will coordinate to resolve problems.
13	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 will be used for the call response/resolution calculations and based on same report will be used calculate the penalty as mentioned in this RFP.
14	In case the Ethernet Switches is delivered at the site and the site is not ready for installation, then at the request of the DLB, Contractor has to re-deploy the Ethernet Switches at an alternate site identified by the DLB. However, the DLB will bear the shifting charges.
15	DLB shall shift the items to any location which are specified in the DLB location list Annexure –11, vendor/OEM obliged to extend the warranty/support in shifted location.
16	All the items would be covered under comprehensive warranty/AMC. 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.
17	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 company's logo along with other details like warranty/AMC validity etc. The asset tag details for the Hardware would be mutually decided by the DLB and the successful bidder.
18	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.
19	Bidder shall submit Bank guaranty (5 % 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.

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 of Bank. (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 Categorization)	Resolution time	Penalty
Category - 1	Within Next Business Day	1 % of that Switch cost per day
Category - 2	Within Next Business Day	1 % of that Switch cost per day
Category - 3	Within 2 business Days	1 % of that Switch cost per day
Category - 4	Within 2 business Days	1 % of that Switch cost per day

Business Day - all days except Sundays and holidays declared by Reserve Bank of India/State Governments.

Type of branch and list of braches (DLB Categorization) is given in annexure – 11. Penalty will be calculated, if the equipment/system issue is not resolved/restored within above given resolution time or not provided with an equivalent working stand-by equipment/system. Bank holidays shall not be calculated for penalty calculations. The report from the DLB helpdesk management system will be used for the call response/resolution calculations and based on the same report will be used to calculate the penalty. 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.

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 Equipments 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 15 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.

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).

All the above LDs/Penalties 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.

6. EXPECTED COMMISSIONING TIME

Delivery and Commissioning of the Ethernet Switches will be at locations listed in annexure – 11 within 15 (Fifteen) 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 Switches. 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 Ethernet Switches 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. 5 Crores in each of the last two financial years (i.e. 2016-17 & 2017-18). The OEM/Bidder should have made net profit in the last financial years (i.e. 2017-18).	Audited Balance Sheet of the last two financial years.
4	The bidder should have experience in supply and roll out of minimum 100 Ethernet Switches in last three years, in a single order/customer and across India (more than 40 locations.).	List of installations with clients contact details for verification.
5	The bidder must be partner of the OEM last two years for the Network products.	Relevant certificate from OEM with year of partnership started.
6	The Bidder should have countrywide support service facilities (Owned / OEM or Direct Franchise /Resident Engineer) at least in 60 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/ OEM or Direct 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 or appointment/letter need to be submitted stating that their areas and readiness.

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).	Declaration from Bidder.

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 % of complete order quantity.
 - 20% on deployment and user acceptance for the remaining locations/quantity.
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 for payments. Certificate of TDS deduction will be provided by the DLB as per the regulations.
 4. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
 5. 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.

6. 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.
7. 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 below address

Biju KF
IT Department
4th Floor, Corporate Office, Dhanlaxmi Bank
Naickanal, Thrissur, Kerala – 680001.
Ph: +91 487 6627067 – Email - 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 – Ethernet Switch Supply, Installation and Support for Branches.(IT/ RFP/ 2018-19/ 003)

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 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-5))	OEM Name		
3	The OEM/Bidder should have a minimum annual turnover of at least Rs. 5 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 100 Network Switches in last three years, in a single order/customer and across India (more than 40 locations.) - List of installations with clients contact details for verification.	< Client names, year and quantity >		
5	The vendor/bidder must be partner of the OEM last two years for the Network Products(Relevant certificate from OEM with year of partnership started.).	OEM Name - Year of Partnership started -		

6	<p>The Bidder should have countrywide support service facilities (Owned / OEM or Direct Franchise/Resident Engineer) at least in 60 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.</p>	Total No. of support facility		
7	<p>The Bidder should have local Office/ own personnel/ Service Support Centre/ OEM or Direct 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 Direct/OEM franchisee setup , letter of from each franchisee or appointment/letter need to be submitted stating that their areas and readiness.)</p>			
8	<p>OEM should provide a letter, on Equipment Support and availability of Spares during the contract Period of 3 (Three) Years. (Declaration from OEM.)</p>			
9	<p>The bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank (Self-declaration. Template available in Annexure- 8). (Declaration from Bidder.)</p>			

Annexure - 4

Technical Specification – Ethernet Switches

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

<u>Sr.</u>	<u>Minimum Specifications</u>	<u>Compliance Yes / No</u>	<u>Remarks/Details</u>
1	Make & Model	.	
2	24 numbers RJ-45 port or above	.	
3	Shall be 1RU, 19" Rack Mountable		
4	Minimum one (1) 100/1000 Mbps uplink ports		
5	RJ-45 autosensing 10/100 Mbps Full duplex or above		
6	Must have USB/Serial console port		
7	Serial console cable (if USB console port not available) and Power cord which suits to 5 Amp Indian socket		
8	IPv6 Ready Certified		
9	64 MB flash or above		
10	Should support at least 5,000 MAC addresses		
11	Port-based and 802.1Q tag-based VLANs		
12	Concurrent IEEE 802.1X, Web, and MAC-based authentication per port		
13	Authentication for up to/above Twenty Four (24) 802.1X users/sessions per port to prevent a user from “piggybacking” on another user’s IEEE 802.1X authentication		
14	SNMP v2c/v3, SSHv1/SSHv2 Secure Shell, WebGUI, Syslog support and fully-featured CLI		
15	Fan-less for quiet operation and maximum power consumption of 20 Watts		
16	High MTBF value < Please Specify >		
17	Support for RADIUS external authentication		
18	Radius Change of Autherisation		

19	NTP Support		
20	DNS Support		
21	MAC Based authentication		
Warranty and Support			
22	3 Year onsite Warranty with replacement support.		
Integration			
23	The proposed switch shall seamlessly integrate with DLB's existing network infrastructure and Network Access Control (NAC) Solution		

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/product 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 - Ethernet Switches 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
Ethernet Switches (Including Installation, configuration, Three (3) Years onsite Support/Warranty)			

All prices are exclusive of taxes.

Option – 2

Item/Description	Model and Brief Configurations	Cost for 1 Qty.	Total Cost for 290 Units
Ethernet Switches (Including Installation, configuration, Three (3) Years onsite Support/Warranty)			

All prices are exclusive of taxes.

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 Ethernet Switch Supply, Installation and Support for Branches (IT/ RFP/ 2018-19/ 003)

We <OEM Name> , having our registered office at <OEM Address> are an established and reputed manufacturer of Ethernet Switches 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 Ethernet Switch support activities for < *Bidder/OEM Name* > in < *Area name/s* > area/s and we assure to do Ethernet Switch 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 – 9.)	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 Categorization)	Resolution time	Penalty
Category - 1	Within Next Business Day	1 % of that Switch cost per day
Category - 2	Within Next Business Day	1 % of that Switch cost per day
Category - 3	Within 2 business Days	1 % of that Switch cost per day
Category - 4	Within 2 business Days	1 % of that Switch cost per day

Business Day - all days except Sundays and holidays declared by Reserve Bank of India/State Governments. Type of branch and list of braches (DLB Categorization) is given below table. Penalty will be calculated if the Ethernet Switch issue is not resolved/restored within above given time (resolution time) or not given equivalent working stand-by Switch. For more details please see section ‘SUPPORT –TERMS AND CONDITIONS’.

DLB Branch/Office List (Support Categorisation)						
Sl.	Brn. Code	Branch/Office Name	State	District	Pin Code	DLB Categorization
1	1	Thrissur Main	Kerala	Thrissur	680004	Category-2
2	2	Shanmugam Road-Ernakulam	Kerala	Ernakulam	682031	Category-2
3	3	Big Bazar-Palakkad	Kerala	Palakkad	678014	Category-2
4	4	Pushpagiri-Thrissur	Kerala	Thrissur	680002	Category-2
5	5	Peringottukara	Kerala	Thrissur	680565	Category-2
6	6	Kanjany	Kerala	Thrissur	680612	Category-2
7	7	Kalparamba	Kerala	Thrissur	680688	Category-2
8	8	Kodakara	Kerala	Thrissur	680684	Category-2
9	9	High Road-Thrissur	Kerala	Thrissur	680001	Category-2
10	10	Kunnamkulam	Kerala	Thrissur	680503	Category-2
11	11	Pazhanji	Kerala	Thrissur	680542	Category-2
12	12	Irinjalakuda	Kerala	Thrissur	680121	Category-2
13	13	Cherthala	Kerala	Alapuzha	688524	Category-2
14	14	Kuthiathode	Kerala	Alapuzha	688533	Category-2
15	15	Round South-Thrissur	Kerala	Thrissur	680001	Category-2
16	16	Parli	Kerala	Palakkad	678612	Category-2
17	17	Mattancherry	Kerala	Ernakulam	682002	Category-2
18	18	Palluruthy	Kerala	Ernakulam	682006	Category-2

19	19	Vadakkencherry	Kerala	Palakkad	678683	Category-2
20	20	Edappal	Kerala	Malappuram	679576	Category-2
21	21	Cheruthuruthy	Kerala	Thrissur	679531	Category-2
22	22	Pattambi	Kerala	Palakkad	679303	Category-2
23	23	Pazhayannur	Kerala	Thrissur	680587	Category-2
24	24	Kuzhupilly	Kerala	Ernakulam	682501	Category-3
25	25	Haripad	Kerala	Alapuzha	690514	Category-2
26	26	Kongad	Kerala	Palakkad	678631	Category-3
27	27	S L Puram-Kanjikuzh	Kerala	Alapuzha	688523	Category-3
28	28	Thiruvanchikulam	Kerala	Thrissur	680664	Category-3
29	29	Kunissery	Kerala	Palakkad	678681	Category-3
30	30	Parappur	Kerala	Thrissur	680552	Category-2
31	31	Cheranellur	Kerala	Ernakulam	682034	Category-2
32	32	Thazhava	Kerala	Kollam	690539	Category-3
33	33	Thachampara	Kerala	Palakkad	678593	Category-3
34	34	Aloor	Kerala	Thrissur	680683	Category-2
35	35	Kainakary	Kerala	Alapuzha	688501	Category-3
36	36	Punnakunnam	Kerala	Alapuzha	688504	Category-3
37	37	Vazhuthacaud-Trivandrum	Kerala	Thiruvananthapuram	695010	Category-2
38	38	Palarivattom-Ernakulam	Kerala	Ernakulam	682025	Category-2
39	40	Karakulam	Kerala	Thiruvananthapuram	695564	Category-3
40	41	Kozhikode	Kerala	Kozhikode	673004	Category-2
41	42	Mundur	Kerala	Thrissur	680541	Category-2
42	44	Muringoor	Kerala	Thrissur	680316	Category-2
43	45	Aryanad	Kerala	Thiruvananthapuram	695542	Category-3
44	46	Thottippal	Kerala	Thrissur	680310	Category-2
45	48	Vaikom	Kerala	Kottayam	686141	Category-2
46	49	Athani	Kerala	Thrissur	680771	Category-2
47	50	Vallangi-Nemmara	Kerala	Palakkad	678508	Category-3
48	51	Kottayam	Kerala	Kottayam	686001	Category-2
49	52	Kanichikulangara	Kerala	Alapuzha	688582	Category-3
50	53	Puthur	Kerala	Thrissur	680014	Category-2
51	54	Mount Road-Chennai	Tamil Nadu	Chennai	600002	Category-1
52	55	Hospital Road-Ernakulam	Kerala	Ernakulam	682011	Category-2
53	56	Sultanpet-Palakkad	Kerala	Palakkad	678001	Category-2
54	57	Fort-Trivandrum	Kerala	Thiruvananthapuram	695023	Category-2
55	58	Thrikunnapuzha	Kerala	Alapuzha	690515	Category-3
56	59	Kollam	Kerala	Kollam	691001	Category-2
57	60	Guruvayoor	Kerala	Thrissur	680101	Category-2

58	61	Perinkulam	Kerala	Palakkad	678541	Category-3
59	62	Coimbatore	Tamil Nadu	Coimbatore	641009	Category-1
60	63	Pollachi	Tamil Nadu	Coimbatore	642002	Category-3
61	64	Varandarappilly	Kerala	Thrissur	680303	Category-2
62	65	Thrikkariyoor	Kerala	Ernakulam	686692	Category-3
63	66	Kannur	Kerala	Kannur	670001	Category-2
64	67	Munnar	Kerala	Idukki	685612	Category-3
65	68	Mandaveli-Chennai	Tamil Nadu	Chennai	600028	Category-1
66	69	Gandhi Nagar-Bangalore	Karnataka	Bangalore Urban	560009	Category-1
67	70	Mangalore	Karnataka	Dakshin Kannad	575003	Category-2
68	71	Kumaranellur	Kerala	Thrissur	680590	Category-2
69	72	Desom	Kerala	Ernakulam	683103	Category-2
70	73	Angamaly	Kerala	Ernakulam	683572	Category-2
71	74	Pudusserry	Kerala	Palakkad	678621	Category-2
72	75	Kodunthirapully	Kerala	Palakkad	678004	Category-2
73	76	Arattupuzha	Kerala	Thrissur	680562	Category-2
74	77	Anad	Kerala	Thiruvananthapuram	695561	Category-3
75	78	Chadayamangalam	Kerala	Kollam	691534	Category-3
76	79	Koppam	Kerala	Palakkad	679307	Category-3
77	80	Tripunithura	Kerala	Ernakulam	682301	Category-2
78	81	Palakkal	Kerala	Thrissur	680027	Category-2
79	82	Kurichikkara	Kerala	Thrissur	680028	Category-2
80	83	Chittoor	Kerala	Palakkad	678101	Category-3
81	84	Nagercoil	Tamil Nadu	Kanyakumari	629001	Category-2
82	85	Kallambalam	Kerala	Thiruvananthapuram	695605	Category-3
83	86	Thaikattusery	Kerala	Thrissur	680303	Category-2
84	87	Kottekkad	Kerala	Thrissur	680001	Category-2
85	88	Hyderabad	Telangana	Hyderabad	500019	Category-1
86	89	K V Kuppam	Tamil Nadu	Vellore	632201	Category-4
87	90	Latheri	Tamil Nadu	Vellore	632202	Category-4
88	91	Vellore	Tamil Nadu	Vellore	632004	Category-2
89	92	Sreenivasapuram	Kerala	Thiruvananthapuram	695145	Category-3

90	94	Tumkur	Karnataka	Tumkur	572103	Category-2
91	95	Alappuzha	Kerala	Alapuzha	688011	Category-2
92	96	Vazhaipandal	Tamil Nadu	Vellore	600001	Category-4
93	97	G T-Chennai	Tamil Nadu	Chennai	600001	Category-1
94	98	Edavilangu	Kerala	Thrissur	680671	Category-2
95	99	Ayarkunnam	Kerala	Kottayam	686564	Category-3
96	100	Chirakadavu	Kerala	Kottayam	686506	Category-3
97	101	Peruvamba	Kerala	Palakkad	678531	Category-3
98	102	Vattappara	Kerala	Thiruvananthapuram	695028	Category-3
99	103	Vijayawada	Andhra Pradesh	Krishna	520002	Category-1
100	104	Chittumala	Kerala	Kollam	691503	Category-3
101	105	Thiruchirappalli	Tamil Nadu	Tiruchirapalli	620008	Category-2
102	106	Madurai	Tamil Nadu	Madurai	625001	Category-1
103	107	Salem	Tamil Nadu	Salem	636004	Category-2
104	108	Melarcodde	Kerala	Palakkad	678704	Category-3
105	110	Perunna	Kerala	Kottayam	686102	Category-3
106	111	Thazhakkara	Kerala	Alapuzha	690108	Category-3
107	112	Erode	Tamil Nadu	Erode	638001	Category-2
108	113	Thiruvalla	Kerala	Pathanamthitta	689101	Category-2
109	114	Ottappalam	Kerala	Palakkad	679101	Category-2
110	115	Adiramapattinam	Tamil Nadu	Thanjavur	614701	Category-3
111	116	J C Road-Bangalore	Karnataka	Bangalore Urban	560002	Category-1
112	117	Pamba	Kerala	Pathanamthitta	689714	Category-3
113	118	Manacaud-Trivandrum	Kerala	Thiruvananthapuram	695009	Category-2
114	119	Thottamon	Kerala	Pathanamthitta	689672	Category-3
115	120	Kappil	Kerala	Thiruvananthapuram	695311	Category-3

116	121	Pathanamthitta	Kerala	Pathanamthitta	689645	Category-2
117	122	Chengannur	Kerala	Alapuzha	689121	Category-2
118	123	Tirupur	Tamil Nadu	Tiruppur	641602	Category-2
119	124	Matunga-Mumbai	Maharashtra	Mumbai	400019	Category-1
120	125	Veerapanchatram	Tamil Nadu	Erode	638004	Category-3
121	126	Sasthamangalam-Trivandrum	Kerala	Thiruvananthapuram	695010	Category-2
122	127	Peelamedu-Coimbatore	Tamil Nadu	Coimbatore	641004	Category-1
123	128	Thalassery	Kerala	Kannur	670101	Category-3
124	129	Udumalpet	Tamil Nadu	Tiruppur	642126	Category-3
125	130	Perinthalmanna	Kerala	Malappuram	679322	Category-3
126	131	Thodupuzha	Kerala	Idukki	685584	Category-3
127	132	Tirur	Kerala	Malappuram	676101	Category-3
128	133	Chevarambalam	Kerala	Kozhikode	673017	Category-2
129	134	Ponnani	Kerala	Malappuram	679577	Category-2
130	135	Muvattupuzha	Kerala	Ernakulam	686673	Category-2
131	136	Valanchery	Kerala	Malappuram	676552	Category-3
132	137	T Nagar-Chennai	Tamil Nadu	Chennai	600017	Category-1
133	138	Karur	Tamil Nadu	Karur	639002	Category-3
134	139	Peenya-Bangalore	Karnataka	Bangalore Urban	560058	Category-1
135	140	Chembur-Mumbai	Maharashtra	Mumbai Suburban	400071	Category-1
136	142	Surat	Gujarat	Surat	395002	Category-1
137	143	Ahmedabad	Gujarat	Ahmedabad	380009	Category-1
138	144	Fort-Mumbai	Maharashtra	Mumbai	400001	Category-1
139	145	Ifb-Ernakulam	Kerala	Ernakulam	682011	Category-2

140	147	Connaught Place-New Delhi	NCT of Delhi	New Delhi	110001	Category-1
141	148	Kaloor-Ernakulam	Kerala	Ernakulam	682017	Category-2
142	149	Anna Nagar-Chennai	Tamil Nadu	Chennai	600102	Category-1
143	150	Palai	Kerala	Kottayam	686575	Category-2
144	151	Koramangala-Bangalore	Karnataka	Bangalore Urban	560095	Category-1
145	152	Kalpetta	Kerala	Wayanad	673121	Category-3
146	153	Kasargode	Kerala	Kasaragod	671121	Category-2
147	154	Kolkata	West Bengal	Kolkata	700020	Category-1
148	155	Edappally	Kerala	Ernakulam	682026	Category-2
149	156	Kollengode	Kerala	Palakkad	678506	Category-3
150	160	R S Puram Branch-Coimbatore	Tamil Nadu	Coimbatore	641002	Category-1
151	161	Hrbr Layout	Karnataka	Bangalore Urban	560043	Category-1
152	162	Velachery	Tamil Nadu	Chennai	600042	Category-1
153	163	Pandalam	Kerala	Pathanamthitta	689501	Category-2
154	165	Bar Council Of Kerala-Ekm	Kerala	Ernakulam	682031	Category-2
155	166	Adoor	Kerala	Pathanamthitta	691523	Category-3
156	167	Banjara Hills-Hyderabad	Telangana	Hyderabad	500034	Category-1
157	168	Kukatpally	Telangana	Rangareddi	500072	Category-1
158	169	Sion-Mumbai	Maharashtra	Mumbai	400022	Category-1
159	170	Karolbagh-New Delhi	NCT of Delhi	New Delhi	110005	Category-1
160	171	Guntur	Andhra Pradesh	Guntur	522003	Category-2
161	172	Kasturba Road-Bangalore	Karnataka	Bangalore Urban	560001	Category-1
162	173	Visakhapatnam	Andhra Pradesh	Visakhapatnam	530003	Category-1

163	174	Vashi-Mumbai	Maharashtra	Thane	400703	Category-1
164	175	Tirupati	Andhra Pradesh	Chittoor	517501	Category-2
165	176	Nellore	Andhra Pradesh	Nellore	524001	Category-2
166	177	Lajpat Nagar-New Delhi	NCT of Delhi	New Delhi	110024	Category-1
167	178	Ashok Nagar-Chennai	Tamil Nadu	Chennai	600083	Category-1
168	179	Eluru	Andhra Pradesh	West Godavari	534002	Category-2
169	180	Ring Road-Vijayawada	Andhra Pradesh	Krishna	520010	Category-1
170	181	Malappuram	Kerala	Malappuram	676505	Category-2
171	182	Kakinada	Andhra Pradesh	East Godavari	533001	Category-2
172	183	Nizamabad	Telangana	Nizamabad	503002	Category-2
173	184	Karunagappally	Kerala	Kollam	690518	Category-2
174	185	Khammam	Telangana	Khammam	507002	Category-2
175	186	Salt Lake	West Bengal	North 24 Parganas	700064	Category-2
176	188	S R Nagar	Telangana	Hyderabad	500038	Category-1
177	189	Jaya Nagar	Karnataka	Bangalore Urban	560011	Category-1
178	190	Janakpuri New Delhi	NCT of Delhi	New Delhi	110058	Category-1
179	193	Nehru Place	NCT of Delhi	New Delhi	110019	Category-1
180	195	Gurgaon	Haryana	Gurgaon	122001	Category-2
181	196	Faridabad	Haryana	Faridabad	121001	Category-1
182	198	Ulhas Nagar	Maharashtra	Thane	421001	Category-2
183	199	Goregaon-Mumbai	Maharashtra	Mumbai Suburban	400069	Category-1
184	200	Cbd Belapur	Maharashtra	Thane	400614	Category-1
185	201	Borivli	Maharashtra	Mumbai Suburban	400092	Category-1

186	202	Palani	Tamil Nadu	Dindigul	624601	Category-3
187	203	Kancheepuram	Tamil Nadu	Kancheepuram	600002	Category-2
188	204	Dhanuvachapuram	Kerala	Thiruvananthapuram	695122	Category-3
189	205	Punalur	Kerala	Kollam	691305	Category-3
190	208	Nalsopara	Maharashtra	Palghar	401203	Category-1
191	209	Dombivli	Maharashtra	Thane	421201	Category-1
192	210	Bhiwandi	Maharashtra	Thane	421305	Category-2
193	211	Ambarnath-Maharashtra	Maharashtra	Thane	421501	Category-2
194	212	Mumbai Central	Maharashtra	Mumbai	400008	Category-1
195	213	Vadodara	Gujarat	Vadodara	390007	Category-1
196	214	Rajampeth	Andhra Pradesh	Y.S.R.	516115	Category-3
197	215	Bardoli	Gujarat	Surat	394601	Category-3
198	216	Lucknow	Uttar Pradesh	Lucknow	226001	Category-1
199	217	Namakkal	Tamil Nadu	Namakkal	631001	Category-3
200	218	Jaipur	Rajasthan	Jaipur	302001	Category-1
201	219	Chandigarh	Chandigarh	Chandigarh	160017	Category-2
202	220	Jalandar City	Punjab	Jalandhar	144001	Category-2
203	221	Jagdishpur	Uttar Pradesh	Amethi	227809	Category-4
204	222	Varanasi	Uttar Pradesh	Varanasi	221010	Category-1
205	223	Mysore	Karnataka	Mysore	570009	Category-2
206	224	Palanpur Gujarat	Gujarat	Banas Kantha	385001	Category-2
207	225	Puttapurthi	Andhra Pradesh	Anantapur	515134	Category-3
208	226	Bhopal	Madhya Pradesh	Bhopal	462022	Category-1

209	227	Durgapur	West Bengal	Bardhaman	713216	Category-2
210	228	Yelahanka	Karnataka	Bangalore Urban	560064	Category-1
211	229	Mulund Mumbai	Maharashtra	Mumbai Suburban	400080	Category-1
212	230	Bandra Mumbai	Maharashtra	Mumbai Suburban	400050	Category-1
213	231	Pune Maharashtra	Maharashtra	Pune	411001	Category-1
214	232	Rameswaram	Tamil Nadu	Ramanathapuram	623526	Category-4
215	233	Udma Kerala	Kerala	Kasaragod	671319	Category-4
216	234	Ghatkopar Mumbai	Maharashtra	Mumbai Suburban	400075	Category-1
217	235	Chidambaram	Tamil Nadu	Cuddalore	608001	Category-3
218	236	Veraval Gujarat	Gujarat	Gir Somnath	362266	Category-2
219	237	Manjeri Kerala	Kerala	Malappuram	676121	Category-3
220	238	Kattampally	Kerala	Kannur	670011	Category-3
221	239	Kayyur Kerala	Kerala	Kasaragod	671313	Category-4
222	240	Thrikkakara	Kerala	Ernakulam	682037	Category-2
223	241	Vadakara Kerala	Kerala	Kozhikode	673101	Category-3
224	242	Kanhangad	Kerala	Kasaragod	671315	Category-2
225	244	Kuruppampady Kerala	Kerala	Ernakulam	683545	Category-2
227	247	Andheri Mumbai	Maharashtra	Mumbai Suburban	400093	Category-1
228	248	Prabhadevi, Mumbai	Maharashtra	Mumbai	400025	Category-1
229	249	Vasai Thane	Maharashtra	Palghar	401202	Category-1
230	250	Virar Thane	Maharashtra	Palghar	401303	Category-1
231	251	Aict, Saligramam, Chennai	Tamil Nadu	Chennai	600093	Category-1
232	252	S N School & College, West Mambalam	Tamil Nadu	Chennai	600033	Category-1

233	253	Amrita Institute Of Technology, Ettimadai	Tamil Nadu	Coimbatore	641105	Category-2
234	254	Mgr Adarsh Metriculation High School, Chennai	Tamil Nadu	Chennai	600037	Category-1
235	255	S.T Hindu College, Nagercoil, Tn	Tamil Nadu	Kanyakumari	629002	Category-2
236	256	Kilpauk, Chennai	Tamil Nadu	Chennai	600010	Category-1
237	257	Nri Medical College, Chinna Kakani	Andhra Pradesh	Guntur	522510	Category-4
238	258	Amrita Institute Of Technology, Bangalore	Karnataka	Bangalore Urban	560035	Category-1
239	259	Guruvayoor Devaswom, Guruvayoor	Kerala	Thrissur	680101	Category-2
240	260	M.A Math, Vallikavu	Kerala	Kollam	690525	Category-2
241	261	Mims, Kozhikode	Kerala	Kozhikode	673016	Category-2
242	262	Medical College, Mulankunnathukavu	Kerala	Thrissur	680596	Category-2
243	263	Municipal Bldng, Varkala, Kerala	Kerala	Thiruvananthapuram	695141	Category-3
244	264	N.S.S Taluk Union, Kottarakara	Kerala	Kollam	691506	Category-3
245	265	S.N College, Cherthala	Kerala	Alapuzha	688582	Category-3
246	266	T.D.B Office, Mavelikkara, Kerala	Kerala	Alapuzha	690101	Category-2
247	267	T.D.B Office, Ettumanoor, Kerala	Kerala	Kottayam	686631	Category-2
248	268	Aluva	Kerala	Ernakulam	683101	Category-2
249	269	Attukal Devi Temple, Tvm	Kerala	Thiruvananthapuram	695009	Category-2
250	270	Vanchiyoor-Bar Council, Tvm	Kerala	Thiruvananthapuram	695035	Category-2
251	271	Beach Road, Kollam, Kerala	Kerala	Kollam	691001	Category-2
252	272	Geda, Ernakulam	Kerala	Ernakulam	682036	Category-2
253	273	S.D College, Allepy, Kerala	Kerala	Alapuzha	688003	Category-2
254	274	Shankers Hospital, Kollam, Kerala	Kerala	Kollam	691506	Category-2

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255	275	Tdb Office,Nanthancode,Tvm	Kerala	Thiruvananthapuram	695003	Category-2
256	276	Welcare Hospital,Vytila	Kerala	Ernakulam	682019	Category-1
257	278	Jodhpur	Rajasthan	Jodhpur	342001	Category-1
258	279	Bareilly	Uttar Pradesh	Bareilly	243122	Category-2
259		Central Office, Thrissur	Kerala	Thrissur	680001	Category-1
260		Staff Training College (STC)	Kerala	Thrissur	680004	Category-1
261		DC Whitefield, Bangalore	Karnataka	Bangalore Urban	560066	Category-1
262		Regional Office, Thiruvananthapuram	Kerala	Thiruvananthapuram	695024	Category-1

Annexure - 12**Bank Guaranty Format**

Bidder need to submit a Bank guaranty (5 % 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 5% 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 ---