

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

REQUEST FOR PROPOSAL

Request for Proposal For Facility Management Engineers.

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**RFP No: DLB_IT/ RFP/ 2019-20/ 002
Version 1.02
1st June, 2019**

RFP Details in Brief.

RFP No. and date	RFP No: DLB_IT/ RFP/ 2019-20/ 002
Brief Description of the RFP	Request for Proposal For Facility Management Engineers.
Bank's Address for Communication	Head-IT & Digital Banking IT Department 4th Floor, Corporate Office Dhanlaxmi Bank,Naickanal, Thrissur Kerala – 680001
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Date of Issue	06/06/2019
Last date of submission of any queries, clarifications etc.	10/06/2019, 05:00 PM
Last Date of submission of RFP response as soft copy	17/06/2019, 05:00 PM

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, Became a Scheduled Commercial Bank in the year 1977. DLB currently having more than 260 branches spread across India, which are connected by MPLS . Most of these locations are connected with more than one MPLS link from different service provider and network routing established with BGP. Branch locations are having the bandwidth capacity form 256 Kbps to 2Mbps depends upon the size of the particular branch and bandwidth availability.

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 to deploy onsite Facility Management Engineers in Thrissur and Bangalore locations for various service for DLB for Three year as per scope of work and Technical Specifications given in this document.

3. SCOPE OF WORK AND SOLUTION

Vendors shall deploy onsite Facility Management Engineers in Thrissur and Bangalore locations to support below mentioned activities for DLB for Three year period as per scope of work and Technical Specifications given in this document. Technical specification and detailed scope of requirement is given below.

1, Firewall and Network Administrator at Bangalore (One number)

Engineer shall Bachelor’s degree in Engineering (Electronics or Computer Science discipline)/3 year Diploma in Electronics or Computer Science/ BSc and minimum 5 Years’ of total experience in Networking, out of this engineer should have 3 Year experience in managing security appliances. Following are the activities shall need to carry out by the engineer.

- Administration and configuration of DC and DR firewalls.
- Configuration management of of Spam Filters.
- Configuration management of Load balancer.
- Configuration management of Internet proxy systems.

- Administration and configuration of DC and DR Network devices.
- Configuration changes of Mail servers.
- Coordination with NOC and Bank IT team for the closure of incidents.

2, Information Security Support Resource at Thrissur (One number).

Engineer shall Bachelor's degree in Engineering (Electronics or Computer Science discipline)/3 year Diploma in Electronics or Computer Science/ BSc and Minimum 3 Years' experience in relevant experience as Information Security support resource. Some of the key tasks which are need to be performed as part of server and end point security are furnished below.

- Performing vulnerability assessment scans of servers using tools.
- Tracking and closure of Vulnerability scan findings
- Incident response and coordination.
- Management of security and IT incident tracker.
- Monitoring patch and AV status update and preparation of KPI and KRI metrics.
- Coordination with SOC/NOC and Bank IT team for the closure of tickets/incidents.

General Terms and Conditions

1. The onsite engineers should be adequately skilled and competent to handle above mentioned activities.
2. Bidder shall provide qualified, competent and suitable resources to manage all the product, solutions and technology mentioned in this RFP.
3. FM Engineer shall work on all days except National Bank Holidays and Sundays.
4. Bidder need to provide FM Engineer contact details to contact on holidays for any emergency and shall be available on site for in case of emergency.
5. DLB shall interview the FM Engineer before induct in to the project. Based on their interview bank's decision will be final to appoint for this project.
6. Banks decision will be final to retain the project support engineers based on their code of conduct at the bank's premises.
7. Vendor shall train and maintain suitable backup engineers in each location in the case of absent/off of engineers. If Vendor is failed to provide a suitable backup engineer penalty clause would be imposed for the period.

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8. All engineer must have reachable over phone on non-duty hours and available on site if any case of emergency.
 9. All support engineers posted for this project will be interviewed by the bank's officials. Based on their interview bank's decision will be final to appoint for this project.
 10. Banks decision will be final to retain the project support engineers based on their code of conduct at the bank's premises.

Reporting (Regular reporting)

- Reports:- Reports of availability, performance, incidents if any, shall be submitted on daily, weekly and monthly basis to DLB. Quarterly review shall be conducted for all Service Level requirements.

4. SCHEDULE

The Bidder shall implement the solution/Service(s) as per the schedule specified below:

- Technical Support services period will be for 3 years. (from deployment day till end of 3rd year)
- The period of contract shall be extendable, based on mutually agreed terms and conditions.

5. PENALTIES

- If the bidder fails to provide suitable resource in the absence of a FM Engineer, DLB shall impose penalty to the bidder. Penalty shall be two times of per day cost (quoted cost by the bidder) of engineer on each absence day.
- 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 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.

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. 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 the Time for 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.

7. 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.

8. 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.

9. 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.

10. 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.	Supporting documents.
2	The Bidder should have a minimum annual turnover of at least Rs. 10 Crores in each of the last two financial years (i.e. 2017-18 & 2018-19). The Bidder should have made net profit in last financial year (i.e. 2018-19).	Audited Balance Sheet of the last two financial years.

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.

11. 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 bidder or bidders about the grounds for the DLB's action.

12. 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-1 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.

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 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.
5. Each Bidder acknowledges and accepts that DLB may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.
6. 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.

7. 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.
8. Bidder will not be invited for opening of Indicative commercial bid after qualifying in the Technical Bids.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. Successful Bidder would sign the Contract/SLA and other forms specified in RFP Document with Dhanlaxmi Bank at Thrissur only.
15. 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.
16. 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.

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17. 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.
 18. Prices quoted should be EXCLUSIVE of all applicable taxes and applicable taxes would be deducted at source, if any, as per prevailing rates.
 19. The price (“Bid Price”) quoted by the Bidder cannot be altered or changed due to escalation on account of any variation due currency exchange rates or cost of material.
 20. The DLB will not be obliged to meet and have discussions with any Bidder and/ or to entertain any representations in this regard.
 21. 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.
 22. 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.
 23. 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.
 24. 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.
 25. 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.

13. 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.

14. PATENT RIGHTS

- The supplier 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 supplier 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 supplier 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 supplier shall be fully responsible therefore, including all expenses and court and legal fees.

15. 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.

16. PAYMENT TERMS.

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

- FM Support service cost shall be made available quarterly in advance on Production of invoice and delivery of satisfactory services in the previous quarter.
1. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment.
 2. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
 3. 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.

4. 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.
5. 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 authorised 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.

17. SUBMISSION OF BID

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

1. Technical Bid.
2. Commercial Bid.

Address for Communication:

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

18. 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 or Phone: +91 487 6627067

19. EXECUTION OF AGREEMENT

On awarding the contract, the successful bidder and Bank 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 year.

20. ANNEXURES

Annexure-1

Below is the list of documents to be submitted for with Bid.

Technical Bid.

- 1, Supporting documents and evidence listed in and as Annexure – 2
- 2, Bidder has to submit the commercial bid with indicative pricing specified in given format in Annexure – 3.

Annexure-2

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 OEM/Bidder should have a minimum annual turnover of at least Rs. 10 Crores in each of the last two financial years (i.e. 2017-18 & 2018-19). The OEM/Bidder should have made net profit in last financial year (i.e. 2018-19). - Audited Balance Sheet of the last two financial.	Annual Turnover 2017-18 - 2018-19 – Net Profit 2018-19 -		
3	The bidder should have support offices in Bangalore and Kerala.	Office address and contact numbers.		

Annexure – 3

Commercial offer

Sr. No.	Description	Indicative Price (Monthly cost in Rs.)	Qty.	Indicative total Price for 3 Year (in Rs.)
1	Onsite Firewall and Network Administrator at Bangalore (One number)		36 Months	
2	Onsite Information Security Support Resource at Thrissur (One number)		36 Months	

All prices are exclusive of taxes

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

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