

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

**Request for Proposal**  
**For procurement of SAN & Ethernet Switches**

**RFP No: IT/ RFP/ 2019-20/ 001**

**Ver 1.0**

**9<sup>th</sup> September 2019**

**RFP Details in Brief.**

<b>RFP No. and date</b>	RFP No: DLB_IT/ RFP/ 2019-20/ 001 Dated -9 <sup>th</sup> September, 2019
<b>Brief Description of the RFP</b>	SAN and Ethernet Switch Supply, Installation and Support for Data Center (DC) , Disaster Recovery Center (DR),Near Data Center(NDR)
<b>Bank’s Address for Communication</b>	Head-IT & Digital Banking IT Department 4th Floor, Corporate Office Dhanlaxmi Bank, Naickanal, Thrissur Kerala – 680001
<b>e-mail for Submission of Tender and Clarifications.</b>	<a href="mailto:hoits@dhanbank.co.in">hoits@dhanbank.co.in</a>
<b>Contact Details</b>	Rajesh AB Dhanlaxmi Bank DR Centre, 1 <sup>st</sup> Floor, DLB Bhavan, Punkunnam, Thrissur, Kerala – 680 002 Ph: +91 487 6627018 M: 9539004422
<b>Date of Issue</b>	09/09/2019
<b>Last date of submission of any queries, clarifications etc.</b>	19/09/2019, 05:00 PM
<b>Last Date of submission of RFP response as soft copy</b>	01/10/2019, 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, It became a Scheduled Commercial Bank in the year 1977. DLB currently having more than 255 branches spread across India.

DLB has state of the art Data Centre (DC) hosted at Nextra Data Ltd Bangalore and disaster Recovery (DR) site at presently 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 following listed devices, as per Scope of work and Technical Specifications (Annexure-4) given in this document.

- 1, SAN Switches, - (Min 72 Port, Max 128 Port)-Quantity -2
- 2, Ethernet Switch - (10Gbps x 48 Port) - Quantity- 4
3. Ethernet Switch - (10Gbps x 24 Port) - Quantity-1

## **3. SCOPE OF WORK**

1	<p>Supply, installation, training , configuration and operationalisation of following devices (Maintenance support of the supplied equipment for a period of Three years onsite comprehensive warranty/support (including hardware and Operating System) with back to back support from the OEM at Bank's Data Centre (DC) , Near DR (NDR) and Disaster Recovery Centre (DR) at locations specified in Annexure 8.</p> <p>1.SAN Switches-Quantity 2 - (Min 72 Port , Max 128 Port)                  2.Ethernet Switch-Quantity 4 - (10Gbps x 48 Port)- 2 at DC and 2 at DR                  3.Ethernet Switch-Quantity 1 - (10Gbps x 24 Port)- At NDR</p>
2	<p>On-site comprehensive warranty - The Bidder should maintain the equipment during warranty period and is bound to do the diagnosis, all hardware spares replacement, firmware, patch and updates activities and basic configurations without extra cost.</p>
3	<p>The Bidder shall deliver the equipment at the respective locations mentioned in Annexure 8, as per the Delivery Schedule on receipt of the Purchase Order from the DLB. Bank has right to change the location of delivery before issuance of Purchase Order.</p>
4	<p>All necessary connecting cables and other accessories need to be provided by the bidder at their own cost. The bidder shall also be responsible for other related activities such as transportation, loading, unloading, unpacking, operation, inspection etc.</p>
5	<p>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.</p>

6	The successful bidder needs to coordinate with the respective SPOC in respect of installation.
7	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 Equipment, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the DLB and also includes documentation, warranty, annual maintenance (if contracted).
9	The Bidder has to supply all the Hardware Items to the ordered locations as per the Technical Specifications mentioned in the annexure-4.
10	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items.
11	The Bidder shall provide all other required equipment and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective locations.
12	The Successful bidders shall provide onsite service/support on all working days on 24/7 basis with 4 hours response time.
13	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.
14	The Successful bidders will maintain all the inventory details of hardware items purchased, lodge the complaints related to equipment supplied under this RFP from various branches/offices and will coordinate to resolve problems.

### SUPPORT –TERMS AND CONDITIONS

The Successful bidders shall provide onsite service/support on all working days on 24/7 basis with response time mentioned below.

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

### Response Time and Meantime to Restore (MTTR)

Response Time shall be as indicated below.

### Service Level Expectations

- 24 x 7 online support
- Any problems/Issues due to malfunctioning issues identified and reported to the Bidder should be categorized based on level as follows:

<u>Description</u>	<u>Severity Levels</u>	<u>Resolution</u>
Critical Business Impact	Severity 1	<2 hrs
Significant Business Impact	Severity 2	<4 hrs
Low Business Impact	Severity 3	<8hrs

#### **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 as mentioned in Scope of Work.

## **5. PENALTIES**

### **Penalties / Liquidated Damages**

Non-compliance of the above delivery & Installation clauses put together within 6 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 10% of the total value of the order.

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

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

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

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

### **Penalty during support/warranty period**

- If, the Bidder fails to deliver and / or install any or all of the Hardware/Licenses/ Software's mentioned in the Purchase order (PO), DLB shall, levy a penalty of a sum equivalent to 1% percentage 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 along with the penalty as per the SLA.
- 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.
- 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 (max 10% of the invoice value).



## **6. OBSOLESCENCE**

The proposed product should not be under “End of Support” for the next Seven (7) 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 Seven (7) years. The vendor/bidder will constantly update DLB on new technologies that could prove cost effective.

## **7 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 2 months from last date of submission of bid prescribed by DLB.

## **8. 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.

## **9. 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.

## **10. 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.

## **11. ELIGIBILITY CRITERIA FOR BIDDER/OEM**

<b>Sl.</b>	<b>Eligibility</b>	<b>Documents need to be submitted</b>
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. The OEM should provide Manufactures Authorization letter to only one authorized partner in respect of this bid.	Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 6)
3	The bidder should have a minimum turnover of Rs. 10 Crores in each year for last audited Financial Years in relevant services	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant
4	The Bidder must have experience in the line of the business in at least -5-institutions out of which at least -2- institution should be from the banking industry	Copy of order and/or certificate of completion of the work.
5	The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit	Certificate from the Chief Executive / Authorized Officer of Company

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.

## **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 – 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 Annexure4, 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.

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. 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
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.

### **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 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.

### **15. 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.)
- 10% on after complete delivery
- 40% on after installation of the 80 percentage of complete order quantity and after execution of the Contract, NDA, SLA.
- 20% on deployment and user acceptance.

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 shall need to submit. Prior to preparing invoice copy and delivery challan before delivering the equipment, 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.

## **16. 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  
4<sup>th</sup>Floor, Corporate Office,  
Dhanalakshmi Buildings.  
Naickanal, Thrissur,  
Kerala – 680 001

## **17. 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](mailto:hoits@dhanbank.co.in)

## **18. 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 Commercial offer.

Annexure-6 OEM/Manufacturer Authorization Format.

Annexure-7 Non Blacklist Declaration Format.

Annexure -8 List of Locations



**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. OEM/Manufacturer Authorization Format as Annexure-6.
5. Non Blacklist Declaration Format as Annexure-7.

**Commercial Bid**

Bidder has to submit the commercial bid with indicative pricing specified in given format in Annexure – 5.

**Annexure - 2**

**Acceptance of Terms and Conditions.**

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

To

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

Dear Sir,

Sub: RFP – Procurement of SAN & Ethernet Switches.(IT/ RFP/ 2019-20/ xxx)

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

<b>Sl.</b>	<b>Eligibility Criteria</b>	<b>Remarks &lt; to be filled by bidder&gt;</b>	<b>Complied (Yes / No)</b>	<b>Proof submitted (Yes / No)</b>
1	The bidder must be a company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN (Supporting documents with GSTN number.)	Year of Incorporation - GSTN Number - Registered Office City– Registered Office Address -		
2	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 6))	OEM Name		
3	The Bidder should have a minimum annual turnover of at least Rs. 10 Crores in each of the last two financial years (i.e. 2016-17 & 2017-18). The Bidder should have made net profit in last financial year (i.e. 2017-18). - Audited Balance Sheet of the last three financial.	Annual Turnover 2017-18 - 2018-19 –  Net Profit 2018-19 -		
4	The bidder must be partner of the OEM last three years for the network/security products (Relevant certificate from OEM with year of partnership started.).	OEM Name - Year of Partnership started -		

5	The Bidder must have experience in the line of the business in at least -5- institutions out of which at least -2- institution should be from the banking industry	Details of projects undertaken		
6	OEM should provide a letter, on Equipment Support and availability of Spares during the contract Period of 3 (Three) Years. (Declaration from OEM.)			
7	The bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank (Self-declaration. Template available in Annexure- 7).			

**Annexure –4 Technical Specifications**

**1, SAN Switch ( 2 Numbers )- DC**

Minimum 72 Port			
S No .	Specifications	Compliance Yes or No	Vendor Response/Detail ed Comments
1	The switch should have non-blocking architecture with 128 ports in a single domain concurrently active at 32 Gbit/sec full duplex with no oversubscription in 2U Form Factor with 3 Years AMC		
2	The switch should be configured with base license of 72 ports and can be upgraded to 128 ports with PODs		
3	The switch should support auto-sensing 32,16, 8 & 4 Gbit/sec FC capabilities. It should also support optional 10G FC for connecting to Wavelength-division multiplexing (WDM) devices		
4	The switch shall support different port types such as D_Port ( ClearLink Diagnostic Port), E_Port, EX_Port, F_Port, optional port-type control Access Gateway mode: F_Port and NPIV-enabled N_Port		
5	The switch should be rack mountable in a standard EIA Rack		
6	Non disruptive Microcode/ firmware Upgrades and hot code activation.		
7	The switch shall provide a maximum Aggregate bandwidth of 4Tbps @ line rate		
8	Should support Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high priority traffic.		
9	The Switch should be configured with the Zoning and ISL Licenses		
10	Support for web based management and should also support CLI.		
11	The switch shall support advanced zoning and ACL to simplify administration and significantly increase control over data		

	access.		
12	Switch shall support POST and online/offline diagnostics, including RAS trace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).		
13	Should provide redundant and hot pluggable components.		
14	The switch should support automation that simplifies policy based monitoring and alerting		
15	The switch should support cable and optic diagnostics that simplify the deployment and support of large fabrics		
16	The switch should support 10G FC for DWDM connections		
17	The Switch should support Frame-based trunking with up to eight 32 Gbps SFP+ ports per ISL trunk or up to two 128 Gbps QSFP ports per ISL trunk.		
18	The switch should support Front to back and back to Front airflow		
19	The switch should have industry's lowest latency 700 ns through cut through routing technology		
20	The switch should have maximum 15,360 dynamically allocated buffers		
21	Support should be directly from OEM with a SLA of 24 by 7 and 4 hrs response time .		
22	The Switch Should have dual power supply		

**2, Ethernet Switch ( Qty 2 Number )-DC**

Sl No	Description	Whether Complied (Yes/No)	Data sheet /Supporting Documents Cross-Reference Page / Point Number / Remarks
	Make and Model -		
	Hardware and interface requirements		
1	The Switch should be a Layer 3 switch with all required hardware and software to meet below specifications		
2	Switch should have 48 port ( 44 x 100/1G/10G BaseT ports and 4 x 10 G Fibre ) and 6 x 40G QSFP+ ports ( Must be populated with standard transceiver modules to connect with Swathes and servers).		
3	The switch should integrate as a leaf switch in a spine-leaf DC fabric topology in future. Any license if required for support as a fabric leaf node shall be provided on day 1		
4	The switch shall support connectivity to a fabric spine switch using 40G links and should have support for 40G using 2 core fiber and LC connectors		
5	The switch should support a fabric architecture scalable to a minimum of 1440 x 1/10G SFP+ ports in a single fabric		
6	Should support Virtual Port Concentrator or equivalent technology to support dual homing of access switches and servers in active - active configuration to the two core switches		
7	Switch should have an internal hot swappable redundant power supply and field-replaceable fan trays		
8	Switch should have option of front to back or back to front airflow depending on requirement. The same shall be communicated at the time of ordering and quoted model should have both options available		
	Performance requirements		
9	Should support wire speed switching throughput of minimum 1.4Tbps ((48 (10G) + 6 (40G)) x 2 (FD))		

10	Should support distributed Layer 2 and Layer 3 forwarding of minimum 1Bpps ((48 (10G) + 6 (40G)) x 1.48 (Mbps))		
	<b>Layer 2 Switching</b>		
11	Switch should support minimum 96K MAC addresses		
12	Switch should support Jumbo frames – 9,000 bytes		
13	Switch Should support minimum 4000 VLAN's and VLAN ID's		
14	Switch Should support Port-based VLAN and MAC-based VLAN		
15	Switch Should support 802.1Q VLAN tagging		
	<b>Layer 3 Routing, Multicast &amp; MPLS</b>		
16	Switch should have following IPv4 & IPv6 routing enabled - Static, RIPv1/v2, RIPng, OSPFv2, OSPFv3		
17	Switch should support following IPv4 & IPv6 routing with an additional license - BGP, IS-IS & MPLS		
18	Switch should support PIM sparse mode (PIM-SM), source-specific multicast (SSM) and Bidirectional Forwarding Detection (BFD) for PIM		
19	Switch should support Internet Group Management Protocol (IGMP) v1, v2, v3 and multicast listener discovery (MLD) v1 and v2		
20	Support for up to 128K IPv4 and 64K IPv6 routes per system		
21	Switch should support RSVP and LDP based MPLS LSP's		
22	Switch should support Connecting IPv6 Islands over IPv4 MPLS using IPv6 Provider Edge Routers (6PE)		
23	Switch should support VRF-lite and MPLS VPNs as described in RFCs 2547 and 4364		
24	Switch should support MPLS QoS and MPLS OAM		
	<b>Quality of Service (QoS ) requirements</b>		
25	Switch should support Layer 2 IEEE 802.1p (class of service [CoS])		
26	Switch should have minimum 8 hardware queues per port		



27	Should support Layer 2 classification based on Interface, MAC address, Ethertype, 802.1p and VLAN		
28	Should support Priority-based flow control (PFC) - IEEE 802.1Qbb		
29	Should support Enhanced Transmission Selection (ETS)- IEEE 802.1Qaz		
30	Should support DataCentre Bridging Exchange Protocol (DCBX), DCBx, FCoE, and iSCSI		
	<b>System Management and Administration</b>		
31	Switch management using 10/100/1000-Mbps management or console ports		
32	CLI-based console to provide detailed out-of-band management		
33	Switch should have Port-based locator and beacon LEDs		
34	Switch should support Configuration synchronization & Configuration rollback		
35	Switch should support Secure Shell Version 2 (SSHv2) & Telnet		
36	Switch should support Authentication, authorization, and accounting (AAA) via TACACS+ and RADIUS		
37	Switch should have Syslog & provide an Embedded packet analyzer		
38	Switch should support SNMPv1, v2, and v3 and have Enhanced SNMP MIB support		
39	Switch should support XML (NETCONF) based configuration		
	<b>Security features</b>		
40	Switch should support Ingress & Egress ACLs (standard and extended)		
41	Standard and extended Layer 2 ACLs: MAC addresses, protocol type		
42	Standard and extended Layer 3 and 4 ACLs: IPv4 and IPv6, Internet Control Message Protocol (ICMP and ICMPv6), TCP, User Datagram Protocol (UDP)		
43	Support for up to 1500 access control list (ACL) entries		
44	Switch should have a DHCP Server		
45	Should support IP source guard, Dynamic ARP Inspection and DHCP Snooping		
	<b>High Availability</b>		

46	Switch should support Hitless ISSU (In Service Software Upgrade) to ensure that Routing Engines can be upgraded without impacting traffic flow on the ports connected to access switches and servers		
47	Each switch should be provided with all required hardware and software to enable above mentioned Hitless ISSU		
48	Switch should support Active/Active cluster of two core switches to provide sub-second failover and full utilization of all links connected to the Core Switches		
49	Primary and Backup Routing Engines in a cluster should be kept synchronized at all times to enable rapid stateful routing engine failover and Non-Stop Forwarding in case of Routing Engine failures		

**3, Ethernet Switch ( Qty 2 Number )-DR**

Sl No	Description	Whether Complied (Yes/No)	Data sheet /Supporting Documents Cross-Reference Page / Point Number / Remarks
	Make and Model -		
	Hardware and interface requirements		
1	The Switch should be a Layer 3 switch with all required hardware and software to meet below specifications		
2	Switch should have 48 port ( 44 x 100/1G/10G BaseT ports and 4 x 10 G Fibre ) and 6 x 40G QSFP+ ports ( Must be populated with standard transceiver modules to connect with Swathes and servers).		
3	The switch should integrate as a leaf switch in a spine-leaf DC fabric topology in future. Any license if required for support as a fabric leaf node shall be provided on day 1		
4	The switch shall support connectivity to a fabric spine switch using 40G links and should have support for 40G using 2 core fiber and LC connectors		
5	The switch should support a fabric architecture scalable to a minimum of 1440 x 1/10G SFP+ ports in a single fabric		
6	Should support Virtual Port Concentrator or equivalent technology to support dual homing of access switches and servers in active - active configuration to the two core switches		
7	Switch should have an internal hot swappable redundant power supply and field-replaceable fan trays		
8	Switch should have option of front to back or back to front airflow depending on requirement. The same shall be communicated at the time of ordering and quoted model should have both options available		
	Performance requirements		

9	Should support wire speed switching throughput of minimum 1.4Tbps ((48 (10G) + 6 (40G)) x 2 (FD))		
10	Should support distributed Layer 2 and Layer 3 forwarding of minimum 1Bpps ((48 (10G) + 6 (40G)) x 1.48 (Mpps))		
	Layer 2 Switching		
11	Switch should support minimum 96K MAC addresses		
12	Switch should support Jumbo frames – 9,000 bytes		
13	Switch Should support minimum 4000 VLAN's and VLAN ID's		
14	Switch Should support Port-based VLAN and MAC-based VLAN		
15	Switch Should support 802.1Q VLAN tagging		
	Layer 3 Routing, Multicast & MPLS		
16	Switch should have following IPv4 & IPv6 routing enabled - Static, RIPv1/v2, RIPng, OSPFv2, OSPFv3		
17	Switch should support following IPv4 & IPv6 routing with an additional license - BGP, IS-IS & MPLS		
18	Switch should support PIM sparse mode (PIM-SM), source-specific multicast (SSM) and Bidirectional Forwarding Detection (BFD) for PIM		
19	Switch should support Internet Group Management Protocol (IGMP) v1, v2, v3 and multicast listener discovery (MLD) v1 and v2		
20	Support for up to 128K IPv4 and 64K IPv6 routes per system		
21	Switch should support RSVP and LDP based MPLS LSP's		
22	Switch should support Connecting IPv6 Islands over IPv4 MPLS using IPv6 Provider Edge Routers (6PE)		
23	Switch should support VRF-lite and MPLS VPNs as described in RFCs 2547 and 4364		
24	Switch should support MPLS QoS and MPLS OAM		
	Quality of Service (QoS ) requirements		
25	Switch should support Layer 2 IEEE 802.1p (class of service [CoS])		

26	Switch should have minimum 8 hardware queues per port		
27	Should support Layer 2 classification based on Interface, MAC address, Ethertype, 802.1p and VLAN		
28	Should support Priority-based flow control (PFC) - IEEE 802.1Qbb		
29	Should support Enhanced Transmission Selection (ETS)- IEEE 802.1Qaz		
30	Should support Data Centre Bridging Exchange Protocol (DCBX), DCBx, FCoE, and iSCSI		
	<b>System Management and Administration</b>		
31	Switch management using 10/100/1000-Mbps management or console ports		
32	CLI-based console to provide detailed out-of-band management		
33	Switch should have Port-based locator and beacon LEDs		
34	Switch should support Configuration synchronization & Configuration rollback		
35	Switch should support Secure Shell Version 2 (SSHv2) & Telnet		
36	Switch should support Authentication, authorization, and accounting (AAA) via TACACS+ and RADIUS		
37	Switch should have Syslog & provide an Embedded packet analyzer		
38	Switch should support SNMPv1, v2, and v3 and have Enhanced SNMP MIB support		
39	Switch should support XML (NETCONF) based configuration		
	<b>Security features</b>		
40	Switch should support Ingress & Egress ACLs (standard and extended)		
41	Standard and extended Layer 2 ACLs: MAC addresses, protocol type		
42	Standard and extended Layer 3 and 4 ACLs: IPv4 and IPv6, Internet Control Message Protocol (ICMP and ICMPv6), TCP, User Datagram Protocol (UDP)		
43	Support for up to 1500 access control list (ACL) entries		
44	Switch should have a DHCP Server		
45	Should support IP source guard, Dynamic ARP Inspection and DHCP Snooping		
	<b>High Availability</b>		

46	Switch should support Hitless ISSU (In Service Software Upgrade) to ensure that Routing Engines can be upgraded without impacting traffic flow on the ports connected to access switches and servers		
47	Each switch should be provided with all required hardware and software to enable above mentioned Hitless ISSU		
48	Switch should support Active/Active cluster of two core switches to provide sub-second failover and full utilization of all links connected to the Core Switches		
49	Primary and Backup Routing Engines in a cluster should be kept synchronized at all times to enable rapid stateful routing engine failover and Non-Stop Forwarding in case of Routing Engine failures		

**4, Ethernet Switch ( Qty 1 Number )-Near DR**

<b>Near DR - 24 x 10G Switch</b>				
<b>Sl.No.</b>	<b>Description</b>	<b>Whether Complied (Yes/No)</b>	<b>Data sheet /Supporting Documents Cross-Reference Page / Point Number</b>	<b>Remarks</b>
	Hardware and interface requirements			
1	The switch should be an enterprise class stackable switch with minimum 24 x 100/1G/10GBase-T ports and 4 x 40G QSFP+ ports			
2	Should support Virtual Port Concentrator or equivalent technology to support dual homing of access switches and servers in active - active configuration to the two core switches			
3	Switch should have Internal Redundant Power Supplies and Fans			
	Performance requirements			
4	Should support wire speed switching throughput of minimum 800Gbps ((24 (10G) + 4 (40G)) x 2 (FD))			
5	Should support distributed Layer 2 and Layer 3 forwarding of minimum 592Mpps ((24 (10G) + 4 (40G)) x 1.48 Mpps)			
	Layer 2 Switching			
6	Switch should support minimum 16000 MAC addresses per system			
7	Switch should support Jumbo frames – 9,000 bytes			
8	Switch Should support minimum 4000 VLAN's and VLAN ID's			
9	Switch Should support Port-based VLAN and MAC-based VLAN			
10	Switch Should support 802.1Q VLAN tagging			
11	Switch should support IEEE 802.1ad Q-in-Q tunneling			
12	Switch should support Multiple VLAN Registration Protocol (MVRP)			
	Layer 3 Routing			
13	Switch should support IPv4 and IPv6 static routing			

14	Switch should support RIPv1/v2, RIPng, OSPFv2/v3 with optional advanced license			
15	Switch should support Policy Based Routing			
16	Switch should support Bidirectional Forwarding Detection (BFD)			
	Quality of Service (QoS ) requirements			
17	Switch should support Layer 2 and Layer 3 QoS			
18	Switch should support Strict Priority (SP) and SDWRR scheduling methods			
19	Switch should support Marking, policing, and shaping			
20	Switch should support L2-L4 classification criteria, including Interface, MAC address, Ethertype, 802.1p, VLAN, IP address, DSCP/IP precedence, and TCP/UDP port numbers			
21	Switch should support minimum 8 hardware queues per port			
22	Switch should support Flexible CoS (outer 802.1P marking)			
	Multicast Support			
23	Should support IGMP v1/v2/v3			
24	Support minimum 1000 IGMP snooping entries			
25	Support PIM-SM, PIM-SSM, PIM-DM			
	System Management and Administration			
26	Switch should support Software upgrades			
27	Switch should support SNMPv2 and SNMPv3			
28	Switch should support IPv6 Management including Neighbor discovery, Logging, Telnet, SSH, Web, SNMP, NTP and DNS			
29	Switch should support configuration and image rollback			
30	Should support DHCP Server, Proxy, Client, Relay and Helper			
31	Switch should support DHCP Option 82 to help protect the switch against attacks such as spoofing (forging) of IP addresses and MAC addresses and from DHCP IP address starvation.			
32	Should support RADIUS and TACACS+ authentication			
33	Switch should support sFlow flow management			
34	Switch should support local and remote			



	port mirroring			
35	Switch should be manageable through CLI, Web Interface, SSHv2 and HTTP/HTTPs			
36	Configuration backup via FTP/secure copy			
	Security features			
37	Switch should support Port, VLAN and Router based Access control lists (ACLs) and minimum 1500 ACL Entries in hardware			
38	Should have ability to add/remove/change ACL entries in middle of list (ACL editing)			
39	The switch should support 802.1x Authentication and MAC Authentication Bypass for clients which do not support 802.1x			
40	The switch should support Web Authentication for Guest users and URL Redirect to redirect all the http access to predefined URL.			
41	The switch should support VLAN Assignment – dynamically assign VLAN assigned based on the client role.			
42	The switch should support Downloadable ACLs – These ACLs (access policies) are not defined on the switch, they are downloaded from Policy engine during authentication and applied on the switch.			
43	The switch should support Change of Authorization – Any change in access policy can be pushed to all the clients dynamically from NAC server , the clients need not re-authenticate to get the new access policies.			
	Warranty			
44	Switch should be provided with hardware replacement warranty and ongoing software upgrades for all major and minor releases for a period of 3 years.			

**Annexure –5**

**Commercial offer**

<b>Sr No</b>	<b>Items</b>	<b>Unit Cost</b>	<b>Qty.</b>	<b>Total Cost</b>
A	72 Port SAN Switch ( With 3 Year on site support)		2	
B	48 Port Ethernet Switch ( With 3 Year onsite support)		4	
C	24 Port Ethernet Switch ( With 3 Year onsite support)		1	
D	Implementation Cost			
E	ATS of solution per year applicable after expiry of warranty			
F	AMC of hardware per year applicable after expiry of warranty			

Prices are exclusive of taxes.

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

**Annexure -6****OEM/Manufacturer Authorization Format**

(On OEM's letter head)

Date:

To

Head- IT & Digital Banking  
IT Department  
DhanlaxmiBank ,Corporate Office  
Thrissur

Dear Sir,

**Sub: Manufacturer Authorization for RFP procurement of SAN & Ethernet Switches.(  
IT/ RFP/ 2019-20/ 001)**

We <OEM Name> , having our registered office at <OEM Address>are an established and reputed manufacturer of Network devices 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 3 years product warranty period.

&lt;OEM Name&gt;

&lt;Authorized Signatory&gt;

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 7

Non Blacklist Declaration Format

(On Bidders' letter head)

Date:

To

Head- IT Digital, Banking  
IT Department  
DhanlaxmiBank  
Corporate Office  
Thrissur

Dear Sir,

Sub: Non Blacklist Declaration by <Bidder Name> for RFP No. DLB\_IT/ RFP/ 2019-19/ 001 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 8**

**List of Locations**

1. Data Center (DC)- Bangalore
2. Near Data Center (NDR)- Bangalore
3. Disaster Recover Center (DR) – Anywhere in India (Location will be informed later)

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