

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

**Request for Proposal  
Procurement, Implementation and support of Server Load Balancer**

**RFP No: IT/ RFP/ 2019-20/ 002**

**Ver 1.01**

**RFP Details in Brief.**

<b>RFP No. and date</b>	RFP No: DLB_IT/ RFP/ 2019-19/ 002 Dated – 12/09/2019
<b>Brief Description of the RFP</b>	Server Load Balancer Supply, Implementation and Support (3 Years)at Data Center (DC) Bangalore
<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>	Biju KF IT Department 4th Floor, Corporate Office Dhanlaxmi Bank Naickanal, Thrissur, Kerala - 680001 Ph: +91 487 6627067
<b>Date of Issue</b>	12/09/2019
<b>Last date of submission of any queries, clarifications etc.</b>	20/09/2019
<b>Last Date of submission of RFP response as soft copy</b>	05/10/2019

**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 (Bharthi Data Centre Managed Services) Bangalore and Disaster Recovery (DR) site 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, Two numbers of Server Load Balancer.

**3. SCOPE OF WORK**

1	Supply, installation, configuration and operationalisation of following devices (Maintenance support of the supplied equipment for a period of Three years onsite comprehensive warranty/support with back to back support from the OEM at Banks Data Centre (DC) Bangalore.  1, Two numbers of Server Load Balancer ( Configure as in HA/Cluster)
2	On-site comprehensive warranty - The Bidder should maintain the equipment during warranty period and is bound to do all hardware spares replacement, firmware, patch, signature and updates activities and basic configurations without extra cost.
3	Successful bidder will take total responsibility integration, acceptance testing, configuration of supplied equipment in DLBs existing environment. Integration involves changes need to be made in configuration of the supplied equipment to enable all the functional features to work in tandem with the existing devices.
4	The processing requirements, house-keeping requirements, operational requirements and future capabilities, implementation requirements, interfaces with other systems and issues relating to Security and Controls have to be comprehensively taken care of and provided for, in the solution

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5	The Bidder shall deliver the equipment at the respective locations (Data Centre Bangalore) as per the Delivery Schedule on receipt of the Purchase Order from the DLB.
6	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.
7	During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered/not as per the specification/are damaged etc., the bidder or their engineer/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered.
8	The successful bidder needs to coordinate with the respective SPOC in respect of installation.
9	The Bidder will be single point of contact to the DLB.
10	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply & Installation of ordered 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).
11	The Bidder has to supply all the Hardware Items to the ordered locations as per the Technical Specifications mentioned in the annexure-4.
12	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items.
14	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.
15	The Successful bidders should ensure to resolve the problem as the resolution/response time mentioned in the RFP. Violation of resolution/response shall applicable to penalty as mentioned in this RFP.
16	The bidder should have back to back arrangement with the OEM so that DLB will be able to log a call with the OEM directly.
17	The bidder should have a 24x7 365 days support contact centre in order to log the calls. The contact centre numbers should be provided to the DLB along with the escalation matrix mentioning the contact person's name, number and designation in the company.
18	The Bidder shall make arrangements to provide maintenance support, problem fixes & upgrades.
19	System/Solution health check-up twice a year by bidder.
20	System/Solution gap analysis once a year by bidder.
21	Next Business Day (NBD) replacement support for hardware if any of failures.

**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.

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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
- Issue resolution / Onsite Visits within 8 hrs. for Minimal Business Impact (Severity 3) issues
- Issue resolution / remote desktop support within 4 hrs for Significant Business Impact (Severity 2) issues
- Issue resolution / remote /telephonic support within 2hrs and Onsite support within 8 hours for Critical business impact (Severity 1) issues

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	Within 2 Hours
Significant Business Impact	Severity 2	Within 4 Hours
Low Business Impact	Severity 3	Within 8 Hours

**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 the date of installation of product/Solution. The Warranty will start after completion of installation as mentioned in Scope of Work. The Bidder shall, in addition to this, comply with the performance guarantees specified under and in accordance with the Contract.
- Product licenses should be perpetual and AMC cost to decide by OEM/Bidder accordingly.

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- 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 Purchaser.

If the Bidder having been notified fails to remedy the defect(s) within the period specified in 'SUPPORT –TERMS AND CONDITIONS', purchaser 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 Purchaser may have against the Bidder under and in accordance with the Contract.

**5. PENALTIES****Penalties / Liquidated Damages**

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

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

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

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

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

**Penalty during support/warranty period**

- If, the Bidder fails to deliver and / or install any or all of the Hardware/Licenses/ Software's mentioned in the Purchase order (PO), DLB shall, levy a penalty of a sum



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equivalent to 0.5% 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.

- The DLB reserves the right to impose / waive any such penalty.
- 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).

**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 2 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.

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**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.

**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. The OEM shall provide Manufactures Authorization letter to maximum two 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 (Server Load Balancer implementation) 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

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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 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.

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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
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.

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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

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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.

**19. PAYMENT TERMS.**

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

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## Payment Terms

- 30% along with P.O ( After Invoice submission.)
- 40% on after complete delivery
- 15% on after installation of the 80 percentage of complete order quantity and after execution of the Contract, NDA, SLA.
- 15% on deployment and after 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.

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

**21. CLARIFICATIONS REGARDING RFP DOCUMENT**

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

**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 Commercial offer.

Annexure-6 OEM/Manufacturer Authorization Format.

Annexure-7 Non Blacklist Declaration 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. 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 bidders' s letterhead)

To

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

Dear Sir,

Sub: RFP – Procurement, implementation and support of Server Load Balancer.(IT/ RFP/  
2019-20/ 002)

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

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

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

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

Authorized Signatory

Name Designation

Office Seal

Place:

Date:

**Annexure - 3**

**Eligibility Declaration Format**

Bidder need to be filled in below table

Sl.	Eligibility Criteria	Remarks < to be filled by bidder>	Complied (Yes / No)	Proof submitted (Yes / No)
1	The bidder must be a company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN (Supporting documents with GSTN number.)	Year of Incorporation - GSTN Number - Registered Office City– Registered Office Address -		
2	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. OEM shall provide Manufactures Authorization letter to maximum two authorized partner in respect of this bid. (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 -		

**Balancer**

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 ( Server Load Balancer implementation) 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).			

Balancer

**Annexure –4 Technical Specifications**

Sl.	Physical Specification	Complied (Yes/No)	Data sheet /Supporting Documents Cross-Reference Page / Point Number / Remarks
1	System must of be 19-inch rack mountable 1/2 U form factor		
2	System must have dedicated management port		
3	System must have RJ-45 console port		
4	System must have minimum 4 x 1 GE Interface and 4 x 10G fiber ports ( Must be populated with standard transceiver modules to connect with Switch and Servers)		
5	System must have dual Power supply		
6	System must support 15 Gbps of L4 throughput and 12 Gbps of L7 throughput		
7	System must support 12 million or above concurrent connection		
8	System must support minimum 350 K Layer4 connection per second		
9	System must support 120 K 1:1 Layer7 connection per second for HTTP		
10	System must support 4 Gbps of SSL offloading throughput		
11	System should have hardware based SSL acceleration		
12	System must support 20 Virtual Contexts/Partitions/Instances.		
13	System must support dedicated configuration file for each Virtual context		
14	System must support resource allocation to each context including CPS, Concurrent connection, SSL throughput		
15	System must be able to modify the resource allocation on the fly without restarting/rebooting any context		
16	All the virtual context must be available from day-1		
17	System must support Layer4-Layer7 load-balancing		
18	System must support load-balancing algorithms including round-robin, least connection, service least connection, fastest response, hash etc . .		
19	System must support active-active and active-backup server configuration for load-balancing		
20	System must support reverse proxy functionality of hosting multiple http/https service behind single IP		
21	System must support Source-NAT for SLB traffic		
22	System must have flexibility to configure VIP as Source NAT IP		
23	System must support X-forwarder option. The appliance should have option to enable x-forwarder option per service to log actual client IP in web server log.		
24	System must support forward proxy with proxy chaining		

**Balancer**

25	System must support HTTP Compression		
26	System must support Global Server load-balancing from day 1.		
27	System must support Authentication offloading from back-end servers using SAML, Kerberos, LDAP, RADIUS,		
28	System must support graceful activation and disabling of the backend server		
29	System must support Internet Content Adaptation Protocol (ICAP)		
30	System must support IPv4 to IPv6 and IPv6 to IPv4 SLB-PT		
31	System must support VRRP based redundancy		
32	System must support active-active and active-backup configuration		
33	System must support automatic and manual configuration sync		
34	System must support dynamic VRRP priority by traffic interface, server, next hop and routes		
35	System must support scale-out configuration with multiple devices to support higher throughput		
36	System must have Web-based Graphical User Interface (GUI)		
37	System must have Industry-standard Command Line Interface (CLI)		
38	System must support Granular Role-based\Object-based Access Control		
39	System must support SNMP, Syslog, email alerts, NetFlow v9 and v10 (IPFIX), sFlow		
40	System must support REST-style XML API (aXAPI) for all functions		
41	System must support external authentication including LDAP, TACACS+, RADIUS		
42	Should support SSH and HTTPS access.		
43	Should provide detailed information for Provider associated the ADC devices and its Cluster with resource utilization.		
44	Should provide Tenant and User list.		
45	Should provide per-app analytics with detailed traffic visibility and connection logs.		
46	Should have ability to extract real-time end-to-end latencies details for all applications (VIPs) including Client RTT, Server RTT, Request Transfer time, Response Transfer time, and Application response time.		
47	Should provide Client Request Geo-Location details with HTTP Request Methods and Response codes.		
48	Should provide Client visibility including, Client Country location, Client OS, Device type, Browser type.		
49	Should have ability to collect connection logs for applications with various predefined filters.		

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50	It should be possible to collect performance metrics for analytics from identified clients to aid troubleshooting and performance improvement measures.		
51	Should provide real-time detailed ADC Service health, client connections, load distribution metrics, throughput, and performance statistics.		
52	Should provide Application Response time in real time with details on Top URLs, Domains, End-to-end App Latency and Slow Transactions with real-time client & server connection logs.		
53	Should provide ADC cluster health, CPU, Memory and bandwidth utilization time serial graph.		
54	Should provide App Server health details graph for each server with response time and connection time series graph.		

**Annexure –5**

**Commercial offer**

Sr No	Items	Unit Cost	Qty.	Total Cost
A	Server Load Balancer (Supply, Implementation and integration with 3 Years AMC and onsite support)		2	

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 -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, Implementation and support of Server Load Balancer.( IT/ RFP/ 2019-20/ 002)**

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 the Three 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/ 002 Dated 12/09/2019

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.*

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