

**IT DEPARTMENT  
CORPORATE OFFICE,  
DHANLAXMI BANK LIMITED  
PUNKUNNAM, THRISSUR - 680002**

**Request for Proposal**

Managed Services for Data Centre (DC) , Disaster Recovery Center (DR) and Near DR (NDR).

**RFP No: IT/ RFP/2022-23/001**

**RFP Details in Brief**

<b>RFP No. and date</b>	RFP No: DLB_IT/ RFP/ 2022-23/ 001 Dated - 01-06-2022	
<b>Brief Description of the RFP</b>	Managed Services proposal for System, Database, Network & Security devises at DC,DR and NDR	
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<b>Date of Issue</b>	<b>01/06/2022</b>	
<b>Last date of submission of any queries, clarifications etc.</b>	<b>07/06/2022, 05:00 PM</b>	
<b>Last Date of submission of RFP (Technical Bid)</b>	<b>20/06/2022, 05:00 PM</b>	

## **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.

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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 245 branches spread across India.

DLB has state of the art Data Centre (DC) hosted at Bangalore, Disaster Recovery (DR) site at Hyderabad and Near Data Center (NDR) at Bangalore. 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 suitable Bidders for managed services support of System, Database, middle ware, Network & Security Infrastructures etc. as per Scope of work given in this document. Bidder must have previous experience/competency in similar kind of engagement serving Banks in India for minimum 5 years and having support center at different location in India with high availability

**At present the managed services support is with prominent service provider and qualified bidder has to take over the activities before 30<sup>th</sup> Sept 2022. No Separate cost will be paid for the transition activity.**

The Bidder among other criteria stipulated in the scope should have the following similar facilities as below:

**Support type:** The support should be on remote sharing model with few on site resources as per Scope of Work

### Automation

1. Service provider/Bidder should include automation tools as part of the service delivery for accelerating productivity and problem resolution.
2. Service provider / Bidder should incorporate automation tool in the area of Incident Remediation, Patch Scanning & Patch Execution, Security & Compliance, Server Build, etc.,

### Analytics Dashboard

Service provider / Bidder should include Analytics dashboard which can be accessed through both Web and Mobile App.

The analytics dashboard should have below capabilities and features.

1. Single Pane of Glass view and drill down feature
2. Provide real-time visibility into the Infrastructure Health
3. Server Performance (Top CPU, Memory & Disk Utilization)
4. Network Performance Dashboards
5. Infrastructure and Service Health Dashboards
6. Breakup of Open ticket details based on Asset, Ageing, Tower and Severity
7. Operational Dashboard, Change Dashboard, Tickets Trend Analytics

### **Application Level Management and Performance Monitoring**

Dhanlaxmi Bank, intends to improve its service availability and enhanced customer experience by monitoring its application performance and availability. In this context the bank intends to subscribe for APM (Application Performance Tools) from its bidder for monitoring its application landscape. Deliverables expected from the APM tool are mentioned in clause 4.9.

#### **3. ELIGIBILITY CRITERIA FOR BIDDERS**

<b>Sl.</b>	<b>Eligibility</b>	<b>Documents need to be submitted.</b>
1	The bidder must be a IT Services Provider company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN. Bids under consortium arrangement are not allowed.	Supporting documents with GSTN number.
2	The bidder should have a minimum turnover of Rs. 100 Crores in each year for last two audited Financial Years in relevant services and The Bidder should have made net profit in each of the last financial year.	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant for last two financial Years.
3	Bidder should have executed/ minimum five numbers of projects under IT Managed Services under BFSI sector in last five years	Copy of order and/or certificate of completion of the work.
4	The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit.	Self-Declaration certificate.
5	Bidder's Operation Center/NOC should have valid ISO 27000 and ISO 20000 certification.	Latest valid ISO certifications

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 DLB decides, originals / certified copies should be shown for verification purpose. 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**

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

#### **4. SCOPE OF WORK**

Dhanlaxmi Bank ( DLB) is currently using Flexcube CBS software from Oracle Financial Services Software (OFSS) having its, Data Center and Near DR located at Bangalore and DR is located at Hyderabad

Scope of work of the Managed services engagement (24X7 basis) includes effective management of the following modules at DC, Near DR and DR locations.

1. Server Management Services- Solaris, Windows, VMware, Linux etc
2. Database Management services for ORACLE, MSSQL,MYSQL
3. Middleware management services for IBM WAS, MQ, HTTP, Oracle WebLogic, OHS, OBIEE
4. Storage Management Services
5. Backup management services
6. Patch Management services
7. Network & Security Device Management and Internet Link Management Services
8. Application Performance Management
9. On Site Support Services.
  1. Resident Facility Management Engineer and technical SPOC (Network and Security) (Minimum L2 level). Two onsite Network and Security resources (L1 team) to maintain Network and Security devices at DC Bangalore
  2. Two on site Server administrators, one (L2) and one ( L1) for Windows, VMware, Linux server , patch management and support to DLB's Email Solution at DC Bangalore and one ( L1) server administrator resource for Windows, VMware, Linux server , patch management at DR Hyderabad
  3. Two numbers of onsite support with MS Windows exposure with Oracle Database knowledge for taking care of EOD operations and applications support.

## ASSET & VOLUMETRIC BASELINE

Below is the asset details considered for Data Centre Management support:

S.N O	Domain/Service	Environment	Measurement Matrix	Quantity				Total
				DC	DR	Near DR	Other s	
1	SUN Solaris OS	Production		24	24	1		
		UAT	No of Instances	7		1		
		Control Domain		6	4	1		
				<b>39</b>	<b>28</b>	<b>3</b>		<b>70</b>
2	Windows OS (Physical+ VM)	Production	No of Instances	77	75			
		UAT		17				
				<b>94</b>	<b>75</b>			<b>169</b>
3	Oracle DB Instances	Production	No of Instances	27	22	2		
		UAT		4	8	2		
				<b>32</b>	<b>30</b>	<b>4</b>		<b>66</b>
4	SQL DB Instances /Windows DB	Production	No of Instances	8	7			15
5	Middleware	Production		28	28			
		UAT		14				
				<b>42</b>	<b>28</b>			<b>70</b>
6	Application Monitoring	Production	No of Instances	10				10
7	Storage	Production	No of Boxes	2	2	1		5
8	SAN Switch	Production	No of Switches	2	2	1		5
9	Network Devises	Production	No of Devises	21	12	1		34
10	Security Devises	Production	No of Devises	11	10	1	3	25
11	Internet links	Production	No of Links	2	2			4
12	Tape library	Production	No of Library	1	1			2
13	On Site Resources	Network and Security	No of Resources-L2	1				1
			No of Resources-L1	2				2
		Servers (Windows-Vm ware)	No of Resources-L2	1				1
		Servers (Windows-Vm ware, Email support)	No of Resources-L1	2	1			3
		L1 EOD/Support	No of Resources-L1	2				2



i.) Bank is at its discretion to modify the number of asset and OS within agreed quantity between DC/DR/NDR during the contract period. Bidder should not charge additional cost for + or - 5% of assets during the period of contract

ii.) Addition of asset.

Bidder shall provide per device/service pricing on above category to add any new asset in future for bidder managed service. There shall be no increase in per device cost during 1<sup>st</sup> year of contract. For remaining years bidders has to provide cost of not more than 10% of Devise/Resource cost in advance. DLB shall provide separate Purchase Order with commercial quoted by the Bidder based on number of new device/service.

iii). The replacement/upgrade of an existing devise/asset is to be taken care without any additional commercials

iv.) As same amount of efforts for monitoring and management is not required for UAT and Control domain environments , bidders to provide prices for these environments which should be lesser than that quoted for production environment.

## **Detailed Scope**

### **4.2 Server Management Services**

#### **4.2.1 Microsoft Windows Management**

##### **List of Deliverables –**

- CPU, Memory monitoring
- Disk management - creating partitions for the different types of servers
- Disk space management for OS partition(s)
- System Log file management
- User account management
- Incident and Request Services monitoring
- Request Fulfillment Management
- Review of daily/weekly/monthly checklist
- Event log analysis at regular interval for maintaining the integrity of servers
- Repeat Incident / Alert Analysis
- Active Directory Management, user creation, user management,
- Group Policy creation ,modification and implementation
- OS hardening based on Bank Windows SCD Document
- Managing / reconfiguring of DHCP scopes and reservations
- Managing / reconfiguring of DNS
- System State backup
- Managing / reconfiguring terminal services, cluster services, file servers
- Necessary support for restoration or drill
- Preparation of RCA for all Incidents
- Managing / reconfiguring of NTP
- Upon request, troubleshoot issues relating to server network connectivity, and server operating systems
- Reinstallations raise due to incidents
- Vendor coordination
- Incident / Request Fulfillment / Change management
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management

## 4.2.2 Virtualization Management

### Technology In-Scope: VMWare

#### **List of Deliverables –**

- Starting and stopping of VMs
- Monitoring CPU/Memory/LAN utilization thru Virtual Infrastructure
- Monitoring VMWare Server health
- Acting on VMWare server alerts
- Monitoring Alerts
- Monitoring Service Console alerts
- Creating VM's
- Provisioning of new VM from template
- Configuring VM's
- Configuring Network on VMs and VLAN Tagging
- New Data Store Creation
- New Disk addition to Virtual machine
- VM deletion
- VM Cloning
- Virtual machine migration
- New VSwitch Creation
- Incident and Request Services monitoring
- Request Fulfillment Management
- Managing Virtual Machine Settings
- Allocating more memory, additional CPU, NIC
- Creating Virtual Machine Snapshots
- Apply a Snapshot and Rename a Snapshot
- Delete a Snapshot and Delete a Snapshot Subtree
- Revert a Snapshot
- Increasing disk space to VMs
- Adding users to Hyper-V console
- VMWare Log file administration
- VMWare System accounting and Security
- CR Document Preparation
- Multi pathing configuration
- Configuring Alarm and monitoring parameters in VCenter
- Managing / reconfiguring terminal services, cluster services, file servers
- Necessary support for restoration or drill
- Preparation of MIR for Major Incidents
- Reinstallations raise due to incidents
- Vendor coordination
- Incident / Request Fulfillment / Change management
- Responsible for rebuilding the entire VMWare server raised due to Major Incident
- Reporting and Configuring VMWare Performance
- Reviewing VMWare server performance
- Verifying VMWare server configuration

- Troubleshooting VMWare
- Configuring VMWare for High Availability
- Analysis of log files
- Service improvement Plan
- Creation & Modification of resource pool and any change in its configuration
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management

#### **4.2.3 RISC based Servers Management**

##### **List of Deliverables:**

- User Account Creation, deletion, modification
- Apply Naming Convention, Home Directory, Group Creation as per Policy
- User Disabling.
- Access rights
- Monitor Concurrent Logins / Connections
- Monitor Disk space, Processor Utilization, Network Utilization related to server
- Basic OS troubleshooting
- Backup Operation and Monitoring
- OS hardening based on Bank Solaris SCD Document
- Managing LDOM ,Control Domain and ILOM
- Managing Oracle Solaris OS and troubleshooting
- Knowledge on LVM.
- Knowledge on Solaris OS and troubleshooting
- C0 Change execution
- Access rights
- Incident and Request Services monitoring
- Request Fulfillment Management
- Server Reinstallation and configuration raised due to Incident
- Support during Software Installation
- Define Account Policy
- Password length and Password Age
- Define Administrator / Supervisor Password restrictions.
- Managing Disk space, Processor Utilization, Network Utilization related to server
- Managing Volume Groups (Creation / exporting / Varyon / varyoff )
- LVM Administration
- Cluster Management (HACMP)
- File system Administration
- Backup Configuration
- Performance management for Disk / Storage / Switches
- Restoration Drill
- Patch Management (Update / Preview / Rollback)

- OS hardening
- OS Troubleshooting
- Exposure on SAN
- Exposure on File System Management (JFS, JFS2)
- Volume Management (LVM)
- Device Masking / Port Setting / Fabric Zoning
- LPAR / HPAR
- Cluster Administration (HACMP)
- Preparation of MIR for Major Incidents
- Reinstallations raise due to incidents
- Vendor coordination
- Incident / Request Fulfillment / Change management
- SCD(Secured Configuration Document) implementation
- Security Audit on Server OS.
- Defining backup Policy as per the client's policy and requirement
- Patch feasibility study
- LPAR / HPAR Administration
- Analysis of log files
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management

### **4.3 Database Management**

#### **4.3.1. Oracle Database**

##### **List of Deliverables**

- Alert monitoring
- Incident and service request monitoring.
- Application Patch Deployment (DDL, DML queries deployment based on scripts provided).
- Database housekeeping activity (DB space monitoring(Tablespace, ASM, filesystem mount points etc.) , purging, index rebuilding, reorganization, gathering statistics and other performance tuning activities).
- Monitoring DG enabled databases and ensuring sync status).
- Deadlock issue check and escalate to application/development team.
- Handle L1 tickets like tablespace, disk space, and lock issue.
- User, profile creation and management.
- Monitor db services via alert.
- Provide timely escalation of complex problems to a technical support resource and/or to the appropriate level of senior staff.
- Monitor failed database jobs and take appropriate action and escalating to next level.

- DB - Filesystem Space monitoring.
- ASM filesystem space monitoring.
- Initiating backups at disk level on scheduled or Adhoc basis.
- Performance - ORA errors handle as per knowledge base availability.
- Incident and Request Fulfillment Management
- Vendor coordination
- Incident monitoring.
- DR sync issue 2nd level resolution.
- Backup and restoration in supported assets- scheduled or Adhoc.
- Performing export and import activities - scheduled or Adhoc.
- Handling issues related to performance.
- Database security patch application.
- Log calls with vendor for product bugs.
- Perform DR, backup restoration drill.
- Cloning database for supported assets.
- Database job creation and configuration.
- DB - Instance Hung/Terminated unexpectedly
- DB - Crash
- DR reconfiguration for existing setup.
- DB - Flashback configuration and restoration
- Performance - ORA errors - resolve or escalate to L3 or vendor appropriately.
- ASM monitoring and space addition.
- Tablespace monitoring and adding data files
- Starting and stopping database, ASM, RAC services.
- Necessary support for restoration or drill
- Preparation of MIR/RCA for Major Incidents
- Review & Send daily/weekly/monthly checklist
- Repeat Incident / Alert Analysis
- Reinstallations raise due to incidents
- Incident / Request Fulfillment / Change management
- Log shipping Jobs monitoring
- Replication Jobs monitoring and rectification
- Performing DR drill / DR Switch over/switch back activities as per Banks's schedule for oracle databases
- Oracle patch applying UAT and Production database's suggested by Oracle corporation
- New database created by Bank need to be monitored
- All Scheduled activities should be approved by DLB before execution
- Oracle RAC installation as per Bank's requirement
- Voting disk and OCR Backup to be taken to tape every quarter
- Adding disk (LUN) to disk group
- Before doing the activity Micro plan has to take approval from DLB
- Performance issue monitoring and tuning
- Upgradation of oracle to higher version
- New database creation
- Create, Update and maintain Knowledge base.
- Check and implement best practices.
- Cloning database for supported assets.
- Planning and updating Backup and restoration policies for exiting assets.

- Capacity planning related to database.
- RAC related issue resolution.
- DB – Crash / Rebuild due to Incident
- DB - Instance Hung/Terminated unexpectedly
- DR reconfiguration for existing setup.
- Database security patch application.
- Database impact analysis in case of major activities.
- DB - Flashback configuration and restoration
- Performance - ORA errors - resolve or escalate to vendor appropriately.
- Providing root cause analysis.
- Starting and stopping database, ASM, RAC services.
- Perform DR, backup restoration drill.
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management
- Reinstallation and configuration of server raised due to Incident
- Incident and Request Fulfillment Management
- Vendor coordination
- Log shipping Jobs monitoring
- Replication Jobs monitoring and rectification
- Performing DR drill / DR Switch over/switch back activities as per Banks's schedule for oracle databases
- Oracle patch applying UAT and Production database's suggested by Oracle corporation
- New database created by Bank need to be monitored
- All Scheduled activities should be approved by DLB before execution
- Oracle RAC installation as per Bank's requirement
- ASM Metadata, Voting disk and OCR backup to be taken regularly
- ASM Metadata, Voting disk and OCR Backup to be taken to tape every quarter
- Adding disk (LUN) to disk group
- Before doing any DB related activities ,submit Micro plan and take approval from DLB
- Performance issue monitoring and tuning
- Upgradation of oracle to higher version
- New database creation
- Security related changes(SCD) has to be implemented periodically or upon request from DLB team.

### 4.3.2. SQL/My SQL Database Management

#### List of Deliverables

- Verifying the SQL services on single and cluster server
- SQL core/base file path partition management
- SQL user defined database data and log file path partition management
- Database Backup path partition management
- Data file management
- Log file management
- Full Backups monitoring
- Differential Backups monitoring
- Log Backups monitoring
- Index Rebuild
- Update statistics monitoring
- DBCC CHECKDB or Consistency verification job monitoring
- Predefined critical application jobs monitoring
- Log shipping Jobs monitoring
- Replication Jobs monitoring
- Mirroring status jobs monitoring
- Lock and Deadlock
- Service pack/Patch updates on standalone server
- Database creation
- Addition of Data or Log file
- Addition Secondary file group/stream
- Database properties change
- Instance properties Change
- SP,View or any object creation with in the DB based on the request from application team
- Full Backup plan configuration using the Maintenance plan
- Backup plan configuration using the T-SQL statement.
- Rebuild/ Re-organize index configuration using the Maintenance Plan
- Rebuild/Re-organize index configuration using the T-SQL statement.
- Check DB and Update statistics configuration using the maintenance plan
- Check DB and Update statistics configuration using the T-SQL statement.
- Housekeeping jobs configuration
- Differential backup configuration.
- Log backups configuration
- Database backup using compression mode.
- Taking split backup
- Restore the split backup files.
- DBCC related jobs monitoring
- Create logins, users and also provide the appropriate privileges for the same.
- Shrinking of Data and log files
- Checking DB fragmentation level and re-org index
- Login Password reset
- DB Maintenance and I/O error reports
- Checking the lock and blocks on the instance.
- Taking manual backups based on the request



- Running jobs based on the request
- Database restoration based on the request for supported assets.
- Start up and shutdown of Database instances
- Data file and log file movement.
- Application Patch execution
- Incident and Request Fulfillment Management
- Vendor coordination
- Trouble shoot Disk related I/o error or data and log file error if any
- Trouble shoot SQL job monitoring issue if any
- Session / Process Monitoring
- Transaction monitoring during EOD/SOD jobs dependent instance based on the request
- Trouble shoot critical dead lock or session issues
- Service pack/Patch updates on Cluster server
- Linked server creation and configuration on SQL Server
- DR reconfiguration and setup in case of failure due to incident (if DR is in Scope of Support)
- Service account change and password reset
- TCP / IP port configuration
- Named pipe configuration
- Memory configuration
- CPU allocation or MAXDOP configuration
- Instance level Security Setting
- C2 audit enabling
- Sp configuration changes
- Backup restoration drill
- SQL mail or Database mail configuration jobs
- Creation of jobs using T-SQL statements based the request from application team
- DTS/SSIS/agent jobs based on the request
- Trouble shoot all jobs and maintenance plan issue
- Trouble shoot login/instance connectivity issues
- Log Shipping configuration in standby mode.
- Log Shipping configuration in no recovery mode
- Log shipping configuration in different domain
- Trouble shoot log shipping Issues
- Mirroring Configuration in asynchronous mode
- Mirroring Configuration in synchronous mode without automatic failover
- Mirroring Configuration in synchronous mode with automatic failover
- Mirroring configuration in different domain
- Trouble shoot Mirroring Issues
- Configuration and setup DB cluster
- Trouble shoot DB cluster Issue
- Trouble shoot Linked Server Issue
- Change the recovery model.
- Temp DB movement.
- Data file and log file movement.
- DR drill activity /DR switch over /switch back as per Banks's decision
- Login creation with Sysadmin privileges
- Schema Creation

- System Performance analysis as per L2 and escalate to L3 in case further analysis is required.
- Database performance analysis as per L2 and escalate to L3 in case further analysis is required.
- Instance performance analysis as per L2 and escalate to L3 in case further analysis is required.
- Identify bad growth projections and Identify space-bound objects
- Review contention for CPU, memory, network, and disk resources
- Capture Performance Statistics using performance monitors
- Capture Performance Statistics of Instance like IO, Waits, Paging, Buffer Hit Ratio, Full Scans etc.,
- Database Objects Creation / Review
- Configuring / Re-configuring Always On
- Re-cycling of error log
- Necessary support for restoration or drill
- Preparation of MIR for Major Incidents
- Review of daily/weekly/monthly checklist
- Repeat Incident / Alert Analysis
- Reinstallations raise due to incidents
- Incident / Request Fulfillment / Change management
- Trouble shoot Disk related I/o error or data and log file error if any
- Trouble shoot SQL job monitoring issue if any
- Load balancing during EOD and SOD job
- DR configuration
- Trouble shoot all jobs and maintenance plan issue
- Trouble shoot login/instance connectivity issues
- Log shipping configuration in different domain for assets in scope.
- Trouble shoot log shipping Issues
- Mirroring Configuration in asynchronous mode
- Mirroring Configuration in synchronous mode without automatic failover
- Mirroring Configuration in synchronous mode with automatic failover
- Mirroring configuration in different domain
- Trouble shoot Mirroring Issues
- Snap shot replication configuration.
- Transactional replication configuration.
- Merge replication configuration
- Trouble shoot replication Issues
- Reconfiguration and setup DB cluster in case of failure due to incident
- Trouble shoot DB cluster Issue
- Trouble shoot Linked Server Issue
- System database movement
- DR drill activity
- System Performance analysis
- Database performance analysis
- Instance performance analysis
- Review contention for CPU, memory, network, and disk resources
- Configuring / Re-configuring Always On
- Always On troubleshooting
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis

- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management
- Reinstallation and configuration raised due to Incident
- /DR switch over /switch back as per Banks's decision
- Security related changes(SCD) has to be implemented periodically or upon request from DLB team

#### **4.4. Middleware Stack**

##### **List of Deliverables:**

- Checking Middleware Console
- Server availability checking
- Monitoring the log files
- Preparing Daily Monitoring checklist
- Stopping and Starting the Application instances (JVM)
- Stopping and starting Batch files in Middleware Servers(Net Banking , ATM & POS)
- Application URL monitoring through intranet & internet
- Health Monitoring of Instances
- Monitoring CPU ,Memory and heap utilization
- Monitoring file space utilization
- Stopping and Starting the Webservers
- Incident and Request Fulfillment Management
- Vendor coordination
- Application EAR/WAR file Deployment
- Checking the connectivity b/w Application & Database
- Checking the Application server connectivity
- Checking log files for any errors are reported and enabling log rotation.
- Gzipping/Truncation the log files
- Configuration of new domain in standalone mode and cluster mode
- Global Security enabling
- SSL Certificate configuration in Middleware servers and updation on expiry
- WAR/EAR files deployment in portal Server
- Creating themes and skins in Portal Server
- Creating pages in Portal Server and adding portlets to the server
- Middleware Console User Management
- Monitoring MQ's and MQ depth
- Creating MQ-manager, channel and Ques
- Setting up permissions to objects Necessary support for restoration or drill
- Preparation of MIR for Major Incidents
- Review of daily/weekly/monthly checklist
- Repeat Incident / Alert Analysis
- Reinstallations raise due to incidents

- Incident / Request Fulfillment / Change management
- Patch Updating Middle ware Servers
- Configuration of new domain in DMGR
- Integration of WAS with IBM HTTP
- Integration of WAS with LDAP(IBM/AD)
- Secure Configuration implementation in Oracle WebLogic/OHS/BIP/OBIEE
- Secure Configuration implementation in IBM WebSphere/HTTP/MQ
- Version Upgradation of IBM WAS /HTTP/MQ
- Version Upgradation of ORACLE WebLogic/OHS/BIP/OBIEE
- Performance tuning activity
- Configuration of Portal in Cluster mode
- Configuring Portal with Webserver (IBM HTTP)
- Applying fix packs in Middleware (IBM WAS/HTTP/MQ)
- Applying fix packs in Middleware (ORACLE WebLogic/OHS/BIP/OBIEE)
- Using XML access creating themes and skins along with backup of virtual portal
- Creating virtual portal in Portal Server in Cluster mode
- Integrating Portal with LDAP
- Troubleshooting Activities Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management
- Reinstallations and configurations raised due to Incident

#### **4.5. Storage Management Services**

##### **List of Deliverables:**

- Monitoring Pool / Aggregate space usage
- Administer SAN Storage arrays and SAN fabrics
- Storage Availability
- Disk Availability
- SAN Switch Availability
- Pro-active Availability through SMTP alerts
- Storage event Log analysis
- Incident and Request Fulfillment Management
- Vendor coordination
- Liasoning with vendors for escalation
- Preparation of Preventive Maintenance calendar
- NAS access control review
- Storage LUN Management
- Raid or Array Group Management
- Diagnostic event logs
- Performance / Space Utilization Trend Analysis based on availability of the OEM Reporting Tool
- Zone administration
- Necessary support for restoration or drill
- Preparation of MIR for Major Incidents

- Review of daily/weekly/monthly checklist
- Repeat Incident / Alert Analysis
- Incident / Request Fulfillment / Change management
- Monthly call analysis
- Managing and reconfiguring replication
- Audit of administrator accounts
- Snapshot or Snap Mirror Management
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Preparing, maintaining and updation of SOP and Knowledge Base
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management
- Monitoring Pool / Aggregate space usage.
- Administer SAN Storage arrays and SAN fabrics.
- Storage event Log analysis.
- Incident and Request Fulfillment Management.
- Vendor coordination.

#### **4.6. Backup Management Services**

##### **Back Up Management:**

##### **List of Deliverables:**

- Monitoring of the Backup Schedules
- Troubleshooting Backup alerts
- Perform Flat File level restorations / drills
- Coordination for Media requirements
- Review of daily/weekly/monthly checklist
- Incident and Request Fulfillment Management
- Coordinating with vendors for escalation
- Backup Report submission
- Perform module / brick level restorations / drills
- reconfiguring and discovering tape drives
- Policy Creations / Deletion / Modification for configured hosts
- Preparation of MIR for Major Incidents
- Repeat Incident / Alert Analysis
- Reinstallations raise due to incidents
- Incident / Request Fulfillment / Change management
- Planning and execution of Restoration drill as per defined policy
- Preparation of Preventive Maintenance calendar
- Configuration and Backup database backup as per the policy defined by the customer.
- Recommendation of Best Practice for Backup
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis

- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Maintaining and updation of Infra AS IS / Infra Documents
- Incident / Problem / Change management
- Reinstallation and configurations raised due to Incident
- Production database's Backup files has to move to TIVOLI - TAPE
- Daily Backup status report forwarding to DLB

#### **4.7. Patch Management**

##### **List of Deliverables:**

- Monitor the status of the release. In case of failure do a manual push of the patches
- Importing the patches details to Patch Management Server
- Performing pre-check for patch installation, like System level backup, etc.,
- Define the associated change management procedures for patch roll outs.
- Publish the patches for a release into the Patch Management tool.
- Push the patches to the servers or setup a Scheduled Pull from OEM
- Test the release / upgrade / new patch on the Test Environment provided by customer before it is rolled out on all other production systems
- Necessary support for restoration or drill
- Preparation of MIR for Major Incidents
- Reinstallations raise due to incidents
- Incident / Request Fulfillment / Change management
- SCD (Secured Configuration Document) implementation in OS/Databases

#### **4.8. Network/Security Device and Link Management Deliverables.**

##### **List of Deliverables:**

- 24X7 monitor of the Device/Site/Service/Link availability and monitoring for any faults (like outages, link outages, exceeding set thresholds).
- Configuring and monitor thresholds for CPU/memory/process/resource usage
- Performing port and VLAN configurations
- Monitor Port Status of uplink and other critical interfaces.
- Monitor and control configuration aspects like IP address, subnet mask, DNS settings, etc.
- Alarm generation, handling and filtering
- Link Bandwidth utilization
- Request Fulfillment Management
- Troubleshooting and recovery in case of any outage
- Back-up link availability testing and monitoring

- Trend based consultancy based on historical data samples and Capacity Planning.
- Providing selective resource access by configuring suitable access list on devices.
- Configuration and integration of authentication protocols those are available in device.
- Policy/Rule addition/deletion/modification.
- Recommendation of Policy/Rule/Configuration modifications.
- Device Configuration management.
- Configuration fine-tuning.
- Updates/Patch Management for Network/Security Devices
- Vendor Coordination
- Configuration-backup and management
- Generation of reports like Device/Service/Site Availability Report, CPU utilization Report, Capacity Planning Report and Trend Analysis Report.
- Incident / Problem / Request Fulfillment / Change management
- Implement privilege rights based on user rights for controlled access.
- Implement encrypted password management mechanisms on all supported devices
- Necessary support for restoration or drill.
- Planning and execution of DR Drills based on availability of DR setup and recovery procedures (Applicable if the DR is in scope)
- Logging Ticket and Coordination with the other service providers
- Build and configure redundant links, equipment to handle eventuality & reduce downtime.
- Configuring and managing IPSEC tunnels (site to site and Remote Access VPN).
- Creation of VPN, VPN users and permitting VPN users access
- Preparation of RCA for Major Incidents
- Repeat Incident / Alert Analysis
- Performance tuning suggest by OEM
- Updation and maintenance of Availability, Capacity management
- Continual Service Improvement Planning and executions
- License expiry monitoring and applying renewal key upon Customer renewing the license.
- Ensuring log switching and housekeeping of Devices log & Maintaining adequate disk space on the Devices.
- Review of daily/weekly/monthly checklist
- Perform recovery of device configuration in case of incidents/disasters.

#### **4.9. Application performance monitoring Services.**

##### **List of Deliverables:**

- Troubleshoot Application slow response and errors
- Automatically discover application topology and how components in the application environment work together to fulfil key business transactions for its users.
- Measure end-to-end business transaction performance, along with the health of individual application and infrastructure nodes.

- Receive alerts based on custom or built-in health rules, including rules against dynamic performance baselines that alert you to issues in the context of business transactions.
- Analyze applications at the code execution level using snapshots.
- Reveal application bottlenecks across network, infrastructure middleware and application components
- Understand and improve your web page's performance: Know how your pages, Ajax requests (XHR, Fetch API calls), and IFrames are performing over time from "The Pages & Ajax Requests View".
- Reduce errors: Get visibility in to which page(s) is/are loading with JavaScript errors, including the script name and line number using "Browser Snapshots"
- Learn about users - Users accessing application across geographic locations
- Learn which environments experience the most crashes.
- Reveal application bottlenecks across network, infrastructure middleware and application components
- Trace an individual request from the initial user action in the mobile application through the associated business transaction(s) on the application server(s).
- SQL statements or stored procedures that are consuming most of the system resources
- Statistics on procedures, SQL statements, and SQL query plans
- Time spent on fetching, sorting, or waiting on a lock
- Activity from the previous day, week, or month
- Extended Hardware Metrics
- Service Availability Monitoring
- Server metrics in transaction snapshots
- Monitor Docker container metrics from the Docker host where applicable
- Network Visibility

#### **4.10. On site Support Services.**

##### **4.10.1. Resident Facility Management Engineer and technical SPOC at Bangalore (Network and Security) (Minimum L2 level).**

Facility Management Engineer (SPOC) must have minimum experience of 5 years and LI-resource must have minimum experience of 2 years in Security devices/technology and must possess network/security certifications. Bank shall interview and confirm the resources before onboarding in the project. If any personnel appointed by the Bidder at bank's site are not acceptable to the bank due to any reason, Bank shall inform the Bidder to replace them and the Bidder shall bound to replace such persons within one week of receiving such intimation. The Bidder should not charge the bank additionally for sending/appointing such replacements. Bidder shall provide suitable backup resource in the absence/leave of L2 resource.



4.10.2. One on site Server administrator (L2)for Windows, VMware, Linux server , patch management and one L1 resources on site to support Windows, VMware, Linux server , patch management and DLB's Email Solution at DC Bangalore and one L1 resources on site to support Windows, VMware, Linux server , patch management at DR Hyderabad

Scope for server administration shall be as detailed above in addition to hand and field support at DC and NDR.

Scope for support for DLB's Email Solution,

DLB is using on premise Netcore Email system for mailing system. Email servers are implemented in DC and DR which are consisting of 10 Redhat server including Archival system. Bidder are expected to monitor servers and service availability of Email, coordination/escalation with Email OEM and L1 Support for User management (Password reset, Delivery status, Enable/Disable mail box), Backup and Restoration of user data

4.10.3. Two numbers of onsite support with Windows and oracle exposure for taking care of EOD operations and applications support

- EOD support should be available on all Bank's working days during EOD of the day operations of the Bank
- Handling EOD Operations for the applications , the teams will be assisting banks EOD team for execution of EOD process on 24/7/365 cycle
- L1 CBS application Support

#### **4.11. MIS and Reports**

- Bidder should provide all type of standard compliance reports required by the auditors and regulators.
- Bidder should share their NMS and ITSM tool screen remotely to the DLB auditors/RBI on request for an audit.
- Bidder should create, update and provide access control matrix document, Change management reports, Asset reports monthly/quarterly, knowledgebase, SOPs on regular basis for all the services under the scope of this project.
- Bidder should provide Backup report on daily/weekly basis.
- Bidder should initiate and conduct monthly meeting with DLB to discuss about the project progress, performance, achievement, and scope of improvements. The same shall minutes and send to DLB with action points.
- Bidder should allow site visit on Bidder's Operation center on DLBs advance notice.

#### **4.12. Disaster Recovery Services**

In addition to the above, the bidders shall ensure BCP planning for all modules in scope and shall include the following services

##### DR Planning

- Information gathering and understanding of the IT environment
- DR plan development and Implementation using Banks existing DRM tools
- Maintain the DR environment to meet the expected RPO/RTO objectives
- Validation and testing of replication.
- Replication of DB and File Data.
- 24 X 7 Replication Monitoring and Management
- 24 X 7 DR Site Monitoring and Management support.
- OS instance management at DR site

##### DR Documentation

- Plan and create scope of work, SOP for the Drill
- Record findings and create a comprehensive report based on tools inputs for improvement.

##### DR Drills

- DR Site readiness. Data is replicated by leveraging native DB tools for Database Servers and Agents
- Plan and execute change windows for Switchover/Switchback
- Execute workflow in accordance with customer's Drill SPOC.

#### **5. SERVICE DELIVERY MODEL**

- Bidder should have a 24x7 Operation center to cater the deliverable mentioned in the RFP with BCP.
- Bidder to offer dedicated/shared resource model to DLB.
- Bidder shall establish connectivity between Bidder's operation center to the DLB's DC and DR via Site VPN/LL/MPLS links at Bidder's own expense; DLB shall provide the rack space for the termination device.
- Services should be delivered based on ISO 270001 compliant process and make sure multilayer security controls such as physical security, Bio metric access, 24\*7 monitoring and surveillance, resource background check etc.
- Bidder should have logical access control based on the ticket and session to the DLB devices should be logged and activity should be recorded.
- Bidder should have BCP for the Operation Center.
- Bidder shall identify a Service Manager/Project Manager for single-point-of-contact.

- Bidder has to use Bank's PIM tool for accessing Bank's assets and should make necessary integration in their environment .
- Bidder should be capable of integrating their ticketing tool with Bank's ITSM tool .

### **5.1. Common deliverables and responsibility of Bidder.**

- Bidder shall identify a Service Manager and acts as a single-point-of-contact. He should be available via telephone, email and web assistance for DLB Users who require assistance in the resolution of problems, concerns, query and to request Services.
- The bidder should provide the contact list of domain leads who shall be attending the domain level escalations.
- Bidder shall integrate the DLB devices/services in the NMS/ITSM tool for the monitoring and call logging.
- Bidder shall record, analyze and report on calls received by their support teams
- Bidder has to provide RCA for all incidents within 4 hours of any incident.
- Bidder shall provide "ownership-to-resolution" of all calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system.
- Bidder shall assign priorities to problems, queries, and requests based on the guidelines/SLA provided by DLB.
- Bidder shall monitor and report to DLB on 3rd party maintenance (Warranty/ AMC) vendors' performance.
  - All the activities under the scope should be carried out by the Bidder personal directly. Any of the activity should not be outsource to any third party.
- Bidder will provide support using skilled Service desk personnel during agreed service window. Generally the users are required to log the call through Service Center but in case of network not available or any other emergency, users can also call the centralized Service Desk to log the call and get assistance through a designated person who will provide telephone support during such hours.
- Bidder should implement new processes, if any, with high focus on improving first call resolution and drive productivity and proactive measures.
- Bidder shall provide online support / resolution of problem using tools for remote of user screen, taking control of remote desktops.
- Bidder has to extend the Service management tool to limited DLB users with read only permission to view the status.
- Bidder has to configure and update/share the knowledgebase, SOPs on regular basis for all the services under the scope of this project.

- Bidder shall perform asset tracking and includes performing an initial verification of inventory of Hardware and Software to validate and establish the Configuration Management Database (CMDB).
- Bidder shall define the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.
- Bidder shall keep IP/VLAN schema and help to DLB/DLB Vendor for new devices/technology implementation Bidder shall coordinate with DLB/Third party vendor and perform configuration management accordingly in asset (Asset in Bidder's scope) to incorporate/add new devices/technology implementation.
- Bidder shall track assets, check quality, maintain utilization level.
- Bidder shall arrange to print the asset tags in DLB prescribed format and fix the tags on his own. Format of the labels will be provided by DLB. No separate cost will be reimbursed for the same.
- Ensure asset verification at DC, NDR and DR of DLB, once in a year, reconcile with database and report to DLB as per Bank's guidelines.
- Maintain Asset Database of IT Assets and updates the asset management database to track the move add change and Installation. The physical security of assets will be handled by DLB.
- Maintain up to date inventory of all Hardware and Software assets giving information like locations, configuration details, serial number, asset, code, warranty and AMC details.
- Track Licensed software and Application, movement within site / between locations, changes in configurations etc.
- Monitoring Warranty/AMC details to notify contract renewals (Intimate DLB 60 days in advance).
- Bidder should track software/firmware recommendations from OEMs, coordinate Hardware/software/firmware upgrade with OEM/vendors and update the asset database.
- Bidder should track EOL and EOS of devices and should inform/advice to DLB.
- All the regulatory changes (RBI, Central or State Government or semi government entities or NPCI) to be implemented without any additional commercials.
- Bidder has to provide risk Register on monthly basis with mitigation plan in RACI matrix.
- Bidder should have implemented Risk Management policies in their organisation and should provide Risk assessment details to bank including BGV of resources assigned to Bank
- The devices connecting to DLB network should be hardened as per Bank's cyber security guidelines.

## 5.2. DLB's Responsibilities

- Help Bidder in defining/ updating the help desk call prioritization guidelines (as a one- time activity or if necessitated during periodic reviews and/or on change in requirements), problem severity codes and escalation procedures.
- Provide updated contact list on periodic basis for use by help desk personnel in contacting DLB's appropriate personnel for assistance/notification, as specified above.
- Initially, communicate all stake holders on the new service delivery process, including the Hardware, Software and Services to be supported by the help desk.
- Communicate support responsibilities and procedures to DLB business unit contact personnel.
- Assist Bidder, as requested, in the resolution of problems outside the scope of Bidder's responsibilities or recurring problems, which are the result of End User error.
- Assist Bidder in ensuring that DLB's other (3<sup>rd</sup> party) vendors report problem status and resolution back to the help desk.
- Provide an adequate level of system authority for all Hardware, Software and resources for which Bidder has problem resolution responsibility and communications access (such as physical links, modem connections, and data lines).
- Allow Bidder to utilize remote access capability to remotely diagnose problems if required.
- Report problems and forward requests to the service desk.
- Provide work space for the Resident resources.
- Training to Bidder on Netcore email management

## 6. SERVICE LEVELS AND KEY PERFORMANCE INDEX

Service Level Management is the approach Service Provider adopts to monitor, review and report the service level within the Managed IT scope; manages the service in the long run; and embarks on service improvement initiatives.

During Transition, Service Provider will work with DLB, to finalize & refine the Service Level Objectives as highlighted in RFP for range of activities under our scope. Service Levels will be applicable post three (3) months on completion of Transition Period.

Service Provider's approach to service management is based on the premise that the service cannot be managed unless it is measured. The key activities in Service Provider's Service Level Management process include as shown in the figure below:

- Identify DLB’s Service level demands base.
- Define the SLRs (Service Level Requirements) based on DLB’s business objectives, manage and review them through the Service Lifecycle into Service Quality Plan (SQP) for operational services
- Negotiate, conclude and document the Service Level Agreement
- Monitor and measure service performance achievements of all operational services against targets within service levels
- Produce Service Review Reports
- Conduct Service Review Meeting on a monthly basis, investigate improvements within an overall Service Improvement Plan (SIP).
- The Bidder should have internal security incident response capabilities, should provide integration with third-party ticketing systems that DLB may utilize. The access logs need to be integrated with Bank’s SIEM arrangements.
- The Solution’s built-in case management must allow any case to be shared with other collaborators, who can also add forensic evidence and annotations to expedite threat detection and response. All activity must be tracked as part of the case history, providing real-time status and a tamper-proof audit trail.

- **Incident Management SLA:**

Priority	Incidents Management		
	Response	Resolution	SLA Target
P1 / S1	15 Minutes	240 Minutes	99%
P2 / S2	30 Minutes	480 Minutes	98%
P3 / S3	60 Minutes	960 Minutes	97%
P4 / S4	120 Minutes	1440 Minutes	95%

- **Definition of Priority of Incident Management:**

Service Level	P1 /S1	P2 /S2	P3 /S3	P4 /S4
<b>Definition</b>	System not available Threat to Business Continuity	High impact on business operations or part of business operations	Temporary impact to user	Little or no impact on Business and user No rapid turnaround required
<b>Service Expectation</b>	Quick Response and turnaround time	High Response and turnaround time	Moderate response and turnaround time	Taken up based on resource availability

<b>Condition</b>	Multiple Clients are affected No manual workaround solution	Few Clients are affected Possible manual workaround	Single client or individual work is affected Possible manual workaround exists	Affects single or multiple clients No impact on work Work around exist
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- **Service Request / Request Fulfilment Management SLA:**

Priority	Service Requests Management		
	Response	Resolution	SLA Target
<b>P1 / S1</b>	30 Minutes	480 Minutes	98%
<b>P2 / S2</b>	60 Minutes	960 Minutes	97%
<b>P3 / S3</b>	120 Minutes	1440 Minutes	95%
<b>P4 / S4</b>	240 Minutes	2880 Minutes	90%

- **Definition of Priority of Service Request / Request Fulfilment SLA:**

Service Level	P1 /S1	P2 /S2	P3 /S3	P4 /S4
<b>Definition</b>	High impact on the activities of particular person  E.g. Password or account lockout and user not able to perform activity, Deleting users who have left the organization	Medium impact on the activities of particular user  E.g. user requires access to additional module of the application, New user id creation in application, Deleting of the users from application who are transferred to different department	Temporary impact to user  E. g. Password reset, user name change, change of email id, change of Display name for users	No impact  E.g.: Reports, Audits
<b>Service Expectation</b>	Immediate resolution of the Service request	Quick resolution of the Service request	Moderate level of time can be taken for providing service	High Level of time taken to for providing the service
<b>Condition</b>	An activity which has potential to impact the productivity of the users	An Activity which if delayed can impact the user	User will have temporary impact on the work	No Impact to User work

- **Availability / Uptime SLA:**

Services	Uptime	Measurement Window
Server Management – HA Mode	99.50%	Measured Quarterly
Server Management – Non-HA Mode	98.50%	Measured Quarterly
Network Management – HA Mode	99.50%	Measured Quarterly
Network Management – Non HA Mode	98.50%	Measured Quarterly
Database Management – HA Mode	99.50%	Measured Quarterly
Database Management – Non HA Mode	98.50%	Measured Quarterly
Storage Management – HA Mode	99.50%	Measured Quarterly
Storage Management – Non HA Mode	98.50%	Measured Quarterly
Middleware Management – HA Mode	99.50%	Measured Quarterly
Middleware Management – Non HA Mode	98.50%	Measured Quarterly
Security Device Management – HA Mode	99.50%	Measured Quarterly
Security Device Management – Non HA Mode	98.50%	Measured Quarterly
Application performance monitoring	99.50%	Measured Quarterly
EOD Support	99.50%	Measured Quarterly

- **Patch Management SLA**

- **Patch Management = 98.00%**

**Calculation Metrix: (Total approved patches -Total patches applied/Total Patches received) \*100**

- Patch management is to be ensured that all in scope devices/servers
- Patches are to be applied after getting approval from Bank as per periodicity provided by Bank
- The patch management SLA will be calculated on quarterly rests
- The TAT will not be applicable if Testing confirmation is not received on time and approval for downtime of Servers is not granted by Bank
- Patching for Non-Windows Platforms, Database, Middleware, Applications, Device Level Patches, etc., will be performed based on OEM Releases and will be deployed based on mutual-agreement between Service Provider and Customer,

- **Backup Management SLA**

- **Backup Management = 99.00%**

**Calculation Metrix : (Total no of Backup jobs assigned - Backup jobs completed/Total number of backup jobs) \*100**

- The SLA will be calculated on Quarterly basis
- Exclusions:
  - Issues related to Media like Unavailability of Media, Media Frozen, Network Issues, Permission Issues, etc.,
  - Backup Failure due to Application issues, Application Dependency etc.



- Hardware / Power Issues / Site Issues
- OEM Dependency
- Schedule Activity as per Bank's approval

## 7. PENALTIES/LIQUADATED DAMAGES

### 7.1. Service Level Credits / Liquidated damages ( For all in scope services)

### 7.2. Measurement Metrics

7.2.1.1. **Availability / Uptime** – shortfall of SLA shall measure in percentage on quarterly basis and deducted as liquidity damage as mentioned in Applicable Liquidity Matrix (Section 7.3)

7.2.1.2. **Resident resource absence** = If Bidder fails to provide a suitable, experienced and equivalent skilled backup engineer, penalty clause would be imposed for the period. Penalty for absence of engineer shall be 5% of 1 day cost of the entire engagement for each absence day in addition to deductions for the days of absence.

**Actual Response and Resolution time will be measured as follows.**

- **Response time (%) = (Calls attended within stipulated response time/Total number of calls received in the quarterly) X 100**
- **Resolution time (%) = (Calls closed within stipulated resolution time/Total number of calls received in the quarterly) X100**

### Liquidity damages Calculation.

- Actual vs targeted compliance level for each of the respective service areas will be measured quarterly basis.
- Shortfall in achieving SLA compliance, if any, will be calculated on quarterly basis.
- Bidder should make all this information available to DLB.
- Liquidity damages for the quarter will be calculated as:

**Liquidity damages amount** = (Liquidity damages (%) X Quarterly Cost)

Sl.	Service Level Category.	% of Shortfall in SLA(Quarterly)
1	Incident Management – Response time	
2	Incident Management – Resolution time	
3	Service Management – Response time	
4	Service Management – Resolution time	
5	Availability / Uptime	
6	Patch Management	
7	Backup Management	
8	Resident Engineer resource Availability	
	<b>Total Percentage of Liquidity Damage in Quarter.( For arriving LD, sum of all individual categories will be considered)</b>	

### 7.3. Applicable Liquidity Matrix

**Applicable Liquidity damages (%) would be as under:**

Shortfall in SLA Target/Compliance	Liquidity damages (%)
<= 1 %	1
> 1% and <= 3 %	3
> 3% and <= 5 %	5
> 5% and <= 6 %	6
> 6% and <= 8 %	8
> 8%	10

#### **Other Penalties / Liquidated Damages**

- Non-compliance on start of project/support within 4 Weeks from the date of the acceptance of the Bank’s Purchase Order will result in revoking/cancellation of P.O.
- The liquidated damages shall be deducted / recovered by DLB from any money due or becoming due to the Bidder under this purchase contract or may be recovered from bidder or from any

other pending/amount payable to the bidder in respect of other Orders without prejudice to 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 payments due for the quarter.
- LD is not applicable for reasons attributable to DLB and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to DLB and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and DLB's official that the delay is attributed to DLB and/or Force Majeure at the time of requesting installation payment. If the Bidder fails to produce proof of delay on the part of DLB's officials that in turn caused delay in installation, if any, the date of installation shall be taken for calculating the delay for LD purpose.
- DLB reserves the right to impose / waive/ reduce any such penalty.

#### 7. **CONTRACT PERIOD**

The tenure of the Contract will be for a period of 5 (five) years effective from the date of execution of the Service Level Agreement (SLA) unless terminated earlier by the DLB by serving 90 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of 5 (five) years, the contract may be extended/renewed for such further period and on such terms and conditions as would be decided by the DLB.

The performance of the selected bidder shall be reviewed every quarter and the DLB reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

The selected bidder is required to enter into a Service Level Agreement (SLA) and NDA, the format whereof is to be supplied by the DLB. Bidder should provide performance guarantee for the period of contract.

#### 8. **ARBITRATION**

All dispute or differences whatsoever arising between the selected bidder and DLB out of or in relation to the construction, meaning and operation, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator / Arbitrators shall give a reasoned award. Work under the Contract shall be continued by the selected bidder during the arbitration proceedings unless otherwise directed in writing by the DLB.

arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due to payable by the DLB, to the Selected bidder shall be withheld on account of the on-going arbitration proceedings, if any unless it is the subject matter or one of the subject matters thereof. The venue of the arbitration shall be at Kerala.

9. **PAYMENT TERMS.**

Payment shall be quarterly in advance and would be made on Production of invoices as per below terms: 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 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.
- All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment. DLB shall deduct TDS as per the government rules from the invoices submitted by the Bidder.
- For payments, Certificate of TDS deduction will be provided by the DLB as per the regulations.
- Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
- All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement should be included in the amounts quoted and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging.
- All the payments to the Successful Bidder shall be subject to delivery and successful implementation of the equipment to the satisfaction of DLB for this purpose.
- 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 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.
- The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. Customs duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

First Quarter Payment shall be the after execution of the Contract, NDA, SLA.

Three copies of Bidder's invoice showing contract number, Services description, quantity, unit price and total amount shall need to be submitted.

#### 10. **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.

#### 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.

#### 12. **SUBMISSION OF BID**

Bidder need to submit their Proposal/Offer in two parts as explained below.

1. **Technical bid** - to be submitted in mail to specified mail address with supporting documents.
2. **Commercial bid**- in a sealed cover through registered Post/Speed post to the address provided. The bank will open commercial bids of technically qualified bidders before qualified bidders in person or through video conferencing. Commercial bid is to be submitted after Bank's confirmation after Technical evaluation.
3. Partial Bids will not be accepted. Bidder has to submit the response to this RFP with a letter signed by an authorized signatory (a senior executive of the company who has been delegated with such powers) confirming the information provided in the proposal.

**4. Important note: Any reference of commercial terms in Technical bid will make the bidder ineligible for the bid and the entire bid will be rejected.**

**12.2. COMMERCIAL BID**

- All the components of commercial quote should be in INR.
- The quote should be exclusive of all applicable taxes and levies.
- Validity of the commercial Bid shall be 90 days from the date of submission.
- The Bidder has to quote for all the components/services mentioned in the RFP. The commercial quote shall be inclusive all expenses like travel, boarding, etc., if any.
- Except for the commercial quote given in the Annexure 4, the bidder should not raise any other bill in the event of awarding the contract in favour of the Bidder.

Bidder is advised to study the Bid document carefully. Submission of Bid is deemed to have been done after careful study and examination of the Bid document with full understanding of its implications. Bids not strictly in accordance with these instructions are liable to be rejected.

The Bank is not responsible for any assumption made by the Bidder for arriving any type of sizing. As part of proposal, Bidder has to undertake performance testing and proofing of the solution at the Bank's premises with the hardware as recommended by the Bidder.

**12.3. BIDDING PROCESS**

The Bidder should submit proposal in the following address on or before Last Date of submission of RFP. The Bank shall not be responsible for any delay in timely submission of tender Bids due to any reason whatsoever. Late proposals shall not be accepted under any circumstances. Tenders once submitted shall be final and no amendment shall be permitted after the close of the Bid. Bidder should not submit multiple Bids.

**Address for Communication:**

Head-IT & Digital Banking  
Information Technology Department,  
5<sup>th</sup> Floor, Dhanlaxmi Bank Limited.  
Corporate Office,  
Punkunnam, Thrissur, Kerala – 680 002

Bidder shall send soft copy of the response to **hoits@dhanbank.co.in** Bank reserves the right to decide on compliance of any terms and conditions, to reject entire proposal or part of proposal, without assigning any reasons. The decision of the Bank in this regard will be conclusive, final and binding on the Bidder. The Bank is not obliged to select one from the Bidders.

Bank reserves the right to adjust the arithmetic and other errors in the proposals submitted in the manner in which Banks deems proper and appropriate.

Any Assumptions, Limitation, Exclusion to be clearly mentioned. If in case such as assumption, limitation, exclusion are not mentioned, Bank reserves the right to deem no exclusions are there and all the features as sought in the RFP will be provided by the Bidder, at no extra cost to the Bank.

#### 12.4. **Transition Management**

DLB recognizes that the transition process and its effectiveness, has a significant impact on success of ongoing services. DLB has the following key objectives for transition.

- The selected bidder (other than the existing bidder) should provide detailed project plan for taking over from the existing vendor within 6 weeks. Bank's will arrange required KT from the existing Bidder and Bidder cannot claim separate cost/fee for this activity. This will be part of Bid.
- Maintain steady operation of all services and maintenance of current service levels during migration of controls and responsibility from existing vendor / DLB to the selected Bidder.
- Successfully complete all activities, providing a stable platform for future improvement in service delivery and associated benefits for DLB Transition Deliverables.
- Transition period (6 weeks) tentatively starting from July 2<sup>nd</sup> week, shall be divided into two phases. Exact schedule will be informed later to the selected bidder.
- First phase (02 weeks) will be more focused on startup activities such as resource deployment, knowledge transfer, inventory verification, taking over from DLB/current SP and transition of "AS-IS" processes.
- In Second phase (04 weeks), Bidder will be required to improve and optimize on "AS IS" processes and ensure to complete following activities:
  - Study and analyze the existing processes with reference to ITIL framework and find out the gaps, and improve if any.
  - Finalize the reporting mechanism in consultation with DLB.

#### 12.5. **EVALUATION OF THE BID**

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 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 SOW, 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 commercial bids would be evaluated and commercial negotiation 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 conditions of RFP. Bidder's proposal should conform to the contents and format of the technical bid. 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. Each Bidder acknowledges and accepts that DLB may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of Bidder, not limited to those selection criteria set out in this RFP document.
7. 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 in the process.
8. 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.
9. DLB reserves the right to modify the total quantities subject to a variation of  $\pm 20\%$  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.
10. 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.



11. 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 DLB in this regard shall be final, conclusive and binding on the Bidder.
12. Modification to the RFP Document, amendments, time-extension, clarification etc. .if any, will be made available as an addendum on DLB's website and / or emailed to the prospective Bidders.
13. 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.
14. 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.
15. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. DLB shall not be responsible or liable for reimbursing/compensating these costs and expenses.
16. To complete the work at the site within stipulated timeframe, Bidder's employees/workmen may have to visit the site multiple times, at no extra cost to DLB.
17. Quotations contained in the Bids shall remain valid for a period of 60 (sixty) days from the date of submission of the Bid in response to the RFP.
18. Prices quoted should be EXCLUSIVE of all applicable taxes and applicable taxes would be deducted at source, if any, as per prevailing rates.
19. The price ("Bid Price") quoted by the Bidder cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
20. DLB will not be obliged to meet and have discussions with any Bidder and/ or to entertain any representations in this regard.
21. During the period of evaluation, Bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking the explanation.
22. DLB's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
23. The Bids received and accepted will be evaluated by DLB to ascertain the best and lowest bid in the interest of DLB. However, DLB does not bind itself to accept any Bid, lowest or otherwise, and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever.

24. Apart from the above, the company profile, past experience and performance track record of the Bidder in the area of the assignment, methodology to be adopted to carry out the assignment, delivery schedule, service support, price, etc. shall be some of the important criteria in selecting the bidder.
25. The Bids will be evaluated both on the Technical and Commercial merits and DLB's decision in this regard shall be binding, final and conclusive.
26. The Technical Bid / Scope of the Work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP.  
Evaluation Parameters, inter alia includes:
- Compliance to Technical Specifications
  - Implementation approach
  - Post implementation support .

Only those Bidders who qualify in the technical evaluation process will be considered for commercial bidding/Price Discovery process,

The Bidder's finalised by the Bank may be called for a higher level presentation to the Bank's Senior Management and for price negotiation.

13. **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.

14. **DLB'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The DLB reserves the right to accept or reject any Bid or even reject all Bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or without any obligation to inform the affected Bidder or Bidders about the grounds for the DLB's action.

15. **GENERAL PROVISIONS**

**Indemnity**

The bidder shall indemnify the Bank against any loss, damage, penalties, claims , demands, charges, expenses, suits or proceedings which the Bank suffer on account of the bidder violates any

proprietary rights of the Bank or any third party's patent, trade-mark, copy rights and any other proprietary rights. The Bidder shall also indemnify, defend, and hold harmless the Bank and its directors, employees from any and all claims, losses, liabilities, damages, fees, expenses and costs which the Bank may suffer as a result of Infringement of Intellectual Property Rights of the Bank or arising from unauthorised use of the Licensed Software.

Successful bidder shall ensure that they shall use the data shared by the Bank only for the purpose of the work entrusted to them and shall not utilize it for any unwarranted, illegal, and fraudulent manner. The bidder shall indemnify the Bank against any loss, damage, penalties, claims, demands, charges, expenses, suits or proceedings which the Bank suffer on account of any losses or damages that the Bank may suffer on account of any such unwarranted, illegal, and fraudulent use of the data shared by the Bank by the company or its employees.

The bidder shall agree to indemnify the Bank from and against any loss or damage, including but not limited to the reputational damage that may cause due to the violation of confidentiality and non-disclosure terms of this bid.

### **Governing law and jurisdiction**

This RFP shall be construed and interpreted in accordance with and governed by the laws of India, and the courts at Thrissur ,Kerala shall have exclusive jurisdiction over matters arising out of or relating to this proposal/project.

### **16. CONFIDENTIALITY AND NON-DISCLOSURE**

The Bidder shall take all necessary precautions to ensure that all confidential information related to the bid shall be treated as confidential and shall not be disclosed or used other than for the purpose of project execution.

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 the purpose of performing the obligations under the entrustment.

No Media release/public announcement or any other reference to the RFP or any program there under shall be made by the bidder without the written consent of the Bank, by photographic, electronic or any other means.

### **17. RIGHT OF MONITORING, INSPECTION AND PERIODIC AUDIT**

DLB reserves the right to inspect, monitor and assess the progress/ performance of all the Services envisaged under this Agreement at any time during the validity of this Agreement. DLB may demand and upon such demand being made, it shall be provided with any document, data, material, or any other information which it may require, to enable it to do the same.

DLB shall also have the right to conduct, either itself or through another person as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/ functions in accordance with the standards committed to or required by DLB and the Selected Bidder undertakes to cooperate with and provide to DLB / another person appointed by DLB all documents and other details as may be required by them for this purpose after giving Selected Bidder at least one week's notice in advance. Any deviations or contravention identified because of such audit/ assessment would need to be rectified by the Selected Bidder failing which DLB may, without prejudice to any other rights, issue a Notice of Default

#### 18. **INFORMATION SECURITY**

The Selected Bidder shall not carry and/ or transmit any material, information, layouts, diagrams, storage media or any other goods/ material in physical or electronic form, which are proprietary to/ or owned by DLB out of DLB/ DC/ DR premises without prior written permission from DLB.

The Selected Bidder shall adhere to the Information Security Policy of DLB as amended from time to time (Information Security Policy will be provided to the Selected Bidder at the time of migration). In case of any ambiguity or conflict between the terms of this Agreement and the Information Security Policy, the terms of the Information Security Policy shall prevail. In case the Selected Bidder is found to be in violation of the said policy, DLB reserves the right to terminate this Agreement in addition to any other remedies for breach, injunctive relief, and indemnity as per this Agreement and the applicable laws

The Selected Bidder acknowledges that DLB's business data and other proprietary information or materials, whether developed by DLB or being used by it pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to DLB; and the Selected Bidder agrees to take utmost care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Selected Bidder to protect its own proprietary information. Selected Bidder recognizes that the goodwill of DLB depends, among other things, upon Selected Bidder keeping such Proprietary Information confidential and that unauthorized disclosure of the same by Selected Bidder could damage reputation of DLB. Selected Bidder also recognizes that by reason of Selected Bidder's duties here under, it may come into possession of such proprietary information, even though it does not take any direct part in or furnish the services performed for the creation of said proprietary information and undertakes to limit access thereto to employees with a need to such access to perform the services required by this Agreement. Selected Bidder shall use such information only for performing the said services.

The Selected Bidder shall, upon termination of this Agreement for any reason or upon demand by DLB whichever is earlier, return any and all information provided to Selected Bidder including any copies or reproductions, both hard copy and electronic copy.

19. **SERVICE LEVEL AGREEMENT AND PERFORMANCE BANK GUARANTEE**

The successful Bidder(s) shall mandatorily enter into a Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) within one month from the date of acceptance of purchase order or within such extended period as may be permitted by the Bank.

The successful Bidder shall at its own expense provide a Performance Bank Guarantee (PBG) to DLB at the rate of 3% of the total Commercial bid value for performance guarantee within 15 days from the receipt of notification of award of the contract from DLB, which shall be an unconditional, irrevocable, and continuing PBG from a scheduled commercial bank acceptable to DLB, payable on demand, for the due performance and fulfilment of the ensuing contract. PBG should be submitted in the format that will be provided by Bank. DLB reserves the right to amend/ modify/ delete all or any of the terms set out in the draft PBG before the same is delivered. The PBG should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the successful Bidder including warranty obligations. The PBG shall be invoked in the event of breach of the ensuing contract documented in the said SLA by the successful Bidder. On reduction of value of PBG owing to such invocation, the successful Bidder shall forthwith replenish/restore the PBG to its original value within 15 days starting from the date of such breach

20. **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**. Last date for sending such queries is **07/06/2022**.

21. **NOTIFICATION OF AWARD**

The acceptance of a tender, subject to contract, technical compliance, commercial considerations & compliance with all the terms and conditions mentioned in this RFP will be communicated in writing by means of placing order at the address supplied by the bidder in the tender response. Hence any change of address of the Bidder, should therefore be timely and promptly notified to us. The Bank will not have any liability to inform the Bidders who have not been selected.

22. **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 Commercial offer.

Annexure-5 Non Blacklist Declaration Format.

## **Annexure-1**

### **List of documents to be submitted for the Bid.**

Below are the list of documents needed to be sent (except commercial bid) 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. Non Blacklist Declaration Format as Annexure-5.

#### **Commercial Bid**

Bidder has to submit the commercial bid with pricing in given format after if the bidder is shortlisted – (Annexure – 4).

**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  
Corporate Office  
Punkunnam, Thrissur, Kerala – 680 002

Dear Sir,

Sub: RFP – Managed services for Data Centre (DC), Disaster Recovery Center (DR) and Near DR.

REF: RFP No: DLB\_IT/ RFP/ 2022-23/ 001

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 services/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 is found false/wrong in later stage, it will 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 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 IT Services Provider company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN. Bids under consortium arrangement are not allowed.	Supporting documents with GSTN number.		
2	The bidder should have a minimum turnover of Rs. 100 Crores in each year for last two audited Financial Years in relevant services and The Bidder should have made net profit in each of the last financial year.	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant for last two financial Years.		
3	Bidder should have executed/ minimum five numbers of projects under IT Managed Services under BFSI sector in last five years	Copy of order and/or certificate of completion of the work.		
4	The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit.	Self-Declaration certificate.		
5	Bidder's Operation Center/NOC should have valid ISO 27000 and ISO 20000 certification.	Latest valid ISO certifications		



**Annexure –4**

**Commercial offer**

(To be submitted after, if the bidder is shortlisted after technical round.)

S. No	Domain/Service	Environment	Measurement Matrix	Quantity				Total	Cost Per Device /person in INR	Overall Cost INR
				DC	DR	Near DR	Others			
1	SUN Solaris OS	Production		24	24	1				
		UAT	No of Instances	7		1				
		Control Domain		6	4	1				
				<b>39</b>	<b>28</b>	<b>3</b>		<b>70</b>		
2	Windows OS (Physical +VM)	Production	No of Instances	77	75					
		UAT		17						
				<b>94</b>	<b>75</b>			<b>169</b>		
3	Oracle DB Instances	Production	No of Instances	27	22	2				
		UAT		4	8	2				
				<b>32</b>	<b>30</b>	<b>4</b>		<b>66</b>		
4	SQL DB Instances /Windows DB	Production	No of Instances	8	7			15		
5	Middleware	Production		28	28					
		UAT		14						
				<b>42</b>	<b>28</b>			<b>70</b>		
6	Application Monitoring	Production	No of Instances	10				10		
7	Storage	Production	No of Boxes	2	2	1		5		
8	SAN Switch	Production	No of Switches	2	2	1		5		
9	Network Devises	Production	No of Devises	21	12	1		34		
10	Security Devises	Production	No of Devises	11	10	1	3	25		
11	Internet links	Production	No of Links	2	2			4		
12	Tape library	Production	No of Library	1	1			2		

13	On Site Resources	Network and Security	No of Resources-L2	1				1	
			No of Resources-L1	2				2	
		Servers (Windows-VM ware)	No of Resources-L2	1				1	
		Servers (Windows-VM ware, Email support)	No of Resources-L1	2	1			3	
		L1 EOD/Support	No of Resources-L1	2				2	
14	Total Cost for one year								
15	Total cost for 5 years								

All prices quoted shall be based on the services, specification, terms and conditions specified by DLB in the RFP (RFP No: DLB\_IT/ RFP/ 2022-23/ 001).

All prices are exclusive of taxes.

**Annexure 5**  
**Non Blacklist Declaration Format**

(On Bidders' letter head)

Date:

To

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

Dear Sir,

Sub: Non Blacklist Declaration by *<Bidder Name>* for RFP No. DLB\_IT/ RFP/ 2022-23/ 001  
Dated *<01/06/2022>*

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*