

**INFORMATION TECHNOLOGY DEPARTMENT
CORPORATE OFFICE,
DHANLAXMI BANK LIMITED,
PUNKUNNAM, THRISSUR, KERALA - 680002**

Request for Proposal
Procurement of Enterprise SAN storage
[Supply, Installation, Migration, Maintenance and Support]

RFP No: DLB_IT/ RFP/ 2021-22/003
22-OCT-2021

RFP Details in Brief

| | | |
|--|---|---|
| RFP No. and Date | RFP No: DLB_IT/ RFP/ 2021-22/ 003 Dated 22-OCT-2021 | |
| Brief Description of the RFP | Procurement of Enterprise SAN storage | |
| Bank's Address for Communication | Head-IT & Digital Banking IT Department 5 th Floor, Corporate Office Dhanlaxmi Bank, Punkunnam, Thrissur Kerala – 680002 | |
| E-mail for Submission of Tender and Clarifications. | hoits@dhanbank.co.in | |
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| Date of Issue | 22-OCT-2021 | |
| Last date of submission of any queries, clarifications etc. | 30-OCT-2021 | |
| Last Date of submission of RFP response as soft copy | 10-NOV-2021 | |
| Bid Validity | 90 Days | |
| Document Class | Public | |

Notice & 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 (Bank), 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 from Dhanlaxmi Bank nor its affiliates. 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. The Bidder shall obtain independent advice or verify with Bank wherever necessary. 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. 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. Bank reserves the right of discretion to change, modify, add, cancel 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 Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, Dhanlaxmi Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

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 also to cancel this RFP 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 throughout the process of this RFP.

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.

Any expenses incurred by the Bidders in responding to this RFP will need to be borne by them; Bank will not compensate/reimburse any such costs.

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1. INTRODUCTION

Dhanlaxmi Bank is a leading Private sector Bank in India having its presence in major states. Incorporated in November 1927, Dhanlaxmi Bank (here in after known as “DLB”) headquartered at Thrissur in Kerala has presently 245 branches, regional offices and processing centres spread across India.

DLB has state of art Data Centre (DC) and Disaster Recovery (DR). DLB has implemented Flexcube Core Banking Solution (CBS) in all the branches in India.

2. PURPOSE AND OBJECTIVES

The purpose of this RFP is to invite bids from vendors for Supply, Installation, Migration, Maintenance and Support the Enterprise Storage as per Scope of work and Technical Specifications given in this document.

3.ELIGIBILITY CRITERIA FOR BIDDER

| Sl. | Eligibility | Documents need to be submitted. |
|------------|---|--|
| 1 | The bidder must be an IT Services Provider or IT System Integrator 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.35Crores 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 | The Bidder may be either an OEM (Original Equipment Manufacturer) or an Authorized Partner or System Integrator of the OEM whose product they are proposing. In case the OEM does not deal directly, then an OEM may Bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 8) | Documentary proof to be submitted. |
| 4 | In the response to the RFP, both bidders i.e. OEM (in individual capacity) and OEM (with SI) can't bid simultaneously i.e. either the OEM (Original Equipment Manufacturer) (in individual capacity) or OEM (with SI i.e. their authorized distributor in India) can bid in the RFP. In case, both OEM (in individual capacity) and OEM (with SI) submitted the bids, the bid submitted by OEM (in individual capacity) will be considered. In case bidder is not OEM ,the bidder should have back to back agreement with OEM | Documentary proof to be submitted. |

| | | |
|---|--|--|
| 5 | The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit. | Certificate from the Chief Executive / Authorized Officer of Company |
|---|--|--|

Note: All eligibility requirements mentioned above should be complied by the bidders as applicable and relevant support documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may be summarily rejected. Non-compliance of any of the criteria can entail rejection of the offer. Copies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when 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 DLBs action.

4. SCOPE OF WORK

| | |
|---|---|
| 1 | Supply, Installation, Integration, Implementation, maintenance and monitoring of Enterprise SAN Storage with usable capacity of 150 TB as listed in the Technical Specifications (ANNEXURE 1V) at Data Centre Bangalore and Disaster Recovery Centre Hyderabad .Maintenance of the supplied equipment for a period of Five years onsite comprehensive warranty/support (including hardware and Operating System) with back to back support from the OEM. |
| 2 | On-site comprehensive warranty - The Bidder should maintain the system during warranty period. During the warranty period, the OEM Bidder is bound to do all hardware spares replacement and firmware upgrade without any additional cost to DLB. |
| 3 | The bidder shall offer the product which is released in the year 2020 and should not be end of sale /support. If so, the bidder shall ensure replacement with similar or higher model with no cost to the Bank. |
| 4 | Any additional requirement regarding hardware and software connected to the present storage procurement, after awarding the contract will not be entertained by the Bank. The Bidder shall be responsible for the Same. The cost of any additional hardware and software, if required, should be included in the line items as mentioned in price schedule only and should also be specified in the bill of material. All claims for functional / technical delivery made by the Bidders in their responses to the RFP shall be assumed as deliverable, within the quoted financials. The solution implemented should have high availability features to ensure that systems will be available at any time of the day. All necessary connecting cables and other accessories need to be provided by the bidder at their own cost. |
| 5 | The Bank as its discretion, reserves the right to shift the equipment to a new location during the contract period (within Data Centre/Disaster Recovery Centre or outside Data Centre//Disaster Recovery Centre) depending upon the requirement. All the activities i.e. decommissioning and commissioning activity is required to be carried out by OEM Engineers only. |
| 6 | The movement of any Hard Disk/storage device outside DC/DR due to replacement /replenishment/retirement of hardware needs the data to be removed /vanished /degaussed completely by the bidder as per the banks policy during the entire contract period. |
| 7 | During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered/not as per the specification/are damaged etc., the bidder or their engineer/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered. The Bidder shall provide all other required equipment's and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation |
| 8 | The selected bidder has to ensure the seamless integration of new Storage equipment with existing Bank Environment and it is the responsibility of the OEM to supply multipath device driver software in case OS native multipathing is not compatible with the new storage solution. Bidder should demonstrate the storage features like Data-deduplication , Compression , LUN cloning , snapshot, replication etc. and shall provide installation document & Sign off |

| | |
|---|--|
| 9 | Supply & Installation of ordered Equipment, transportation, transit insurance, loading & unloading, local delivery, storage, unpacking, inspection and installation shall be bear by the Bidder. |
|---|--|

5. GENERAL TERMS

1. Any queries on RFP shall be submitted by bidders on or before 30.10.2021, in the proper format as mentioned in the Annexure -3. No further queries shall be entertained after the due date (30.10.2021).
2. The offer containing erasures or alterations will not be considered. There shall be no handwritten material, corrections or alterations in the offer.
3. Addendum/Amendments/Corrigendum, if any, will be communicated through website only. DLB reserves the right to cancel the tender at any time without incurring any penalty or financial obligation to any bidder.

6. WARRANTY & SUPPORT

| | |
|---|---|
| 1 | 5 year 24x7 comprehensive onsite support warranty from OEM with maximum 2 hour response time. Enterprise Flash Modules/SSD should be covered for failure during the warranty period irrespective of read/writes on them. Storage should be supported by OEM engineer during the warranty and the AMC period. OEM should implement facilities to monitor the storage remotely and auto call logging facility to be enabled |
| 2 | OEM should provide training for managing the storage to DLB staff and other support providers specified by Bank |
| 3 | Annual maintenance Fee/Technical Support: Annual Maintenance (AMC) @ 10% of Purchase value after completion of warranty with an increase of 2% on previous year for 7th and 8th year |

SUPPORT –TERMS AND CONDITIONS

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

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

Response Time and Meantime to Restore (MTTR)
Response Time shall be as indicated below.

Service Level Expectations

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

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

7. DELIVERY AND INSTALLATION SCHEDULE

The successful Bidder should adhere to the project schedule as stipulated below. Failure to do so would be liable for LD as stated in the RFP, unless Bank grant an extension to the bidder in writing for completion of the activities beyond the timelines as mentioned below. It is completely at the discretion of Bank to grant such an extension.

| Sl. No. | Activity | Project timelines |
|---------|---|--|
| I. | Delivery of equipment as per Bill of material at locations provided by Bank as per annexure 6 | Four weeks from date of acceptance of the Purchase Order. |
| II. | Unpacking /rack mounting of equipment etc. at respective locations | one week from the date of delivery of the equipment |
| III. | Installation and commissioning | Six weeks from the date of acceptance of the Purchase Order. |

8.PENALTIES

Penalties / Liquidated Damages

Non-compliance of the above delivery & Installation clauses put together within 6 Weeks will result in imposing penalty at 0.50% per week or part thereof, on the invoice value location/office address wise. However the total Penalties / Liquidated Damages to be recovered under this clause shall be restricted to 5% of the total value of the order.

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

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

All the above LDs are independent of each other and are applicable separately and concurrently. However the total Penalties / Liquidated Damages to be recovered under any clause shall be restricted to 5% of the total value of the order

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

Penalty during support/warranty period

- The DLB reserves the right to impose / waive any such penalty.
- The DLB may without prejudice to its right to effect recovery by any other method, deduct the amount of penalty from any money belonging to the bidder its hands or which may become pending/due to the Bidder. Any such recovery of penalty shall not in any way relieve the Bidder from any of its obligations to complete the works/services or from any other obligations and liabilities under the Contract.
- Penalty for the failure of service levels are mentioned in the table – ‘Response Time and Meantime to Restore (MTTR) - Service Level Expectations’ and will be calculated monthly/quarterly while Support Payments would be made quarterly/annually (max 10% of the invoice value).

9. OBSOLESCENCE

The vendor will ensure that the stipulated Support and maintenance facilities on the hardware / software will be available for a minimum period of 8 years. The vendor will constantly update Bank on new technologies that could prove cost effective. In case the equipment provided in response to the RFP does not meet Technical specifications provided as per Annexure IV, the OEM/bidder should replace the equipment without any additional cost.

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.

10. TERMS & CONDITIONS OF THE BIDDING FIRMS

The Bidding firms are not allowed to impose their own terms and conditions to the Bid and if submitted will not be considered as forming part of their Bids.

11. 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.
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.**

11.1 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 5, 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.

11.2 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,
5th 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 vendor, at no extra cost to the Bank.

11.3 EVALUATION OF THE BID

Bidders shall submit technical proposal in soft copy and indicative commercial bids in hardcopy in sealed cover clearly mentioning the “**Commercial Bid for RFP reference no**” The Technical proposals shall be evaluated by Bank’s Technical Evaluation committee (TEC).

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 Merit
- Implementation approach
- Solution Architecture.

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

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

12. 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.

13. 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.

14. 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.

15. 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.

16. SIGNING OF CONTRACT

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.

17. PAYMENT TERMS

Payments would be made on Production of invoices as per below terms:

| Sr. No. | Activity Payment % to be released |
|----------------|---|
| 1 | 75 % on delivery of the storage and accessories |
| 2 | 15 % after installation of the storage |
| 3 | 10 % after successful integration with existing environment |

1. Locations refer to Data Centre, DR sites, belonging to the DLB.
2. Payment for the storages would be made on submission of invoices. The warranty of the storage will start from the Date of Installation.
3. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment. DLB shall deduct TDS as per the government rules from the invoices submitted by the Bidder.
4. For payments, Certificate of TDS deduction will be provided by the DLB as per the regulations.

5. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.

18. CLARIFICATIONS REGARDING RFP DOCUMENT

Before bidding, the Bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. In case the Bidders require any clarification on this RFP, the query may be sent to e-mail addresses: **hoits@dhanbank.co.in**. Last date for sending such queries is **30/10/2021**.

19. 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 vendor, 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.

20. ANNEXURES

Below are the lists of documents needed to be sent (except commercial bid) as scanned/softcopy (PDF Format). Originals and Hardcopy may be presented after technical selection. Please restrict the maximum email size to 5 Mb and if your RFP response is more than 5 Mb, You may send as multiple emails.

Annexure-1 Acceptance of Terms and Conditions.

Annexure- 2 Eligibility Declaration Format. Supporting documents and evidence

Listed in 'Eligibility Criteria for Bidder/OEM' for each criteria

Annexure -3 Format for providing Bid queries

Annexure- 4 Technical Specification

Annexure -5 Commercial Offer-Hard Copy

Annexure- 6 Delivery Locations

Annexure -7 Non Blacklist Declaration Format

Annexure -8 OEM/Manufacturer Authorization Format

Annexure -1

Acceptance of Terms and Conditions.

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

To

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
Corporate Office,
Punkunnam, Thrissur, Kerala – 680 002

Dear Sir,

Sub: Procurement and Implementation of **Procurement of Enterprise SAN storage**

Ref : RFP No: **DLB_IT/ RFP/ 2021-22/003, 22-Oct-2021**

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 Storage solution as detailed in your above referred RFP.

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

Further, we undertake that the proposed software / hardware to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

We also confirm that the offer shall remain valid for 3 months from the date of the offer. We hereby undertake that the equipment/items/solution to be delivered to the Dhanlaxmi Bank will be brand new and latest version.

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 – 2

Eligibility Declaration Format

Bidder need to be filled in below table

| Sl. | Eligibility Criteria | Proof | Complied (Yes / No) | Proof submitted (Yes / No) |
|-----|---|---|---------------------|----------------------------|
| 1 | The Bidder must be a company registered in India under the Companies Act 1956/2013. The Bidder should also be registered with GSTN (Supporting documents with GSTN number). Bids under consortium arrangement are not allowed. | Year of Incorporation - GSTN Number - Registered Office City – Registered Office Address - | | |
| 2 | The Bidder may be either an OEM (Original Equipment Manufacturer) or an Authorized Partner or System Integrator of the OEM whose product they are proposing. In case the OEM does not deal directly, then an OEM may Bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 7) | OEM Name | | |
| 3 | The OEM/Bidder should have a minimum annual turnover of at least Rs. 35 Crores in each of the last two financial years (i.e. 2019-20 & 2020-21). The OEM/Bidder should have made net profit in last financial year (i.e. 2020-21). - Audited Balance Sheet of the last three financial. | i. Certified / Audited P & L and Balance Sheets for last 3 financial years (FY 2020-21, 2019-20,2018-19) ii. Certificate from the Chartered Accountant mentioning the Global IT Annual Turnover & Net worth of last 2 financial years (FY 2020-21, 2019-20,) | | |
| 4 | The Bidder should have minimum 5 years of experience in Design, development and implementation of Storage equipment | Self – Declaration and Work Order copies to be submitted | | |

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| 5 | Product offered has been supplied and successfully running in at least 2 Banks in India. | Details of Banks where the storage is implemented successfully and running in optimum state | | |
| 6 | The Bidder and OEM preferably should have ISO 9001:2015 | Latest audit surveillance report of ISO certification to be submitted | | |
| 7 | The Bidder or its technology partner should have technical support centre in India | Documentary Proof including list of Offices and Address of support Centre | | |
| 8 | Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business | Copy of relevant Documents to be submitted | | |
| 9 | The Bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank | (Self-declaration. Template available in Annexure- 7). | | |

Annexure-3**Queries Format**

| Query# | Page# | Clause# | Existing Clause in Tender | Modification/Suggestion Requested | Remarks |
|--------|-------|---------|---------------------------|-----------------------------------|---------|
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Note: The queries may be communicated only through e-mail to email id hoits@dhanbank.co.in. Responses of queries will be uploaded in DLB website or emailed to concerned bidder. No queries will be accepted on telephone or through any means other than e-mail. The queries shall be sent in .xls/.xlsx format with above fields only. Bank has right to accept/reject any queries without assigning any reasons what so ever.

Annexure - 4

Technical Specification

Bidder may propose required hardware / software specification in the below format.

| Technical Specification | | | | |
|--------------------------------|--------------------|---|----------------------------|----------------|
| Sl #. | Features | Required Features / Specifications | Compliance (Yes/No) | Remarks |
| 1 | OEM | The OEM of proposed storage array should be in leader quadrant of latest Gartner Magic Quadrant (MQ) for enterprise storage in "Solid State arrays/Primary storages" | | |
| 2 | ARCHITECTURE | Proposed solution must be an Enterprise Architecture with dual controller architecture with Scale up and scale out architecture. The storage solution should be designed to meet the performance requirement even after Encryption and data reduction turned on. The proposed storage solution must be configured with NSPOF (No-single-point-of-failure) architecture upgrade or addition. The proposed solution should provide front-end and back-end ports scalability in aligned with the controller upgrade or addition. Proposed Storage System should support minimum 8000 volumes. Storage solution should be under normal support for minimum 8 Years. | | |
| 3 | STORAGE CONTROLLER | Storage Controller should support true active-active in symmetrical fashion and support drives on NVMe/PCIe or better technology capable of delivering the required or better performance .It should be able to configured and managed from a single console/GUI. Controller must support non-disruptive upgrade of firmware, core software, BIOS, snapshot / clone remote mirroring and management software without disruption of services. All host attached servers must be fully operational during system level or maintenance upgrade procedures. | | |
| 4 | IOPS | The offered block access solution should be able to deliver Minimum 1 Lakhs IOPS with <1ms latency and storage system utilization should not exceed above 75% (Read write in the ratio of 70:30 with IO block size of | | |

| | | | | |
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| | | 8KB,100% Random workload without considering the effect of cache for reads and writes); with optimization features like de-duplication and compression enabled on NVMe Flash modules/SSDs with minimum 2:1 compression and data at rest encryption enabled | | |
| 5 | PROTOCOL SUPPORT | Proposed Block access solution should support FC, iSCSI protocols and future support for NVMeoFC | | |
| 6 | RAID | The offered Block solution should support various RAID levels (1,10,5,6) or equivalent and configured with RAID levels 6 or equivalent. The storage array should allow online expansion of existing RAID Groups / Storage Disk Pools. | | |
| 7 | RELIABILITY | The storage array should support dual, redundant, active-active paths via switches and HBAs so that storage is accessible always to the hosts in case of any component or path failure with NSPF (No Single Point of Failure Architecture). Offered Storage Array should be configurable in a No Single Point of Failure Configuration redundancy including array controller card, Cache Memory, FAN, Power Supply etc. | | |
| 8 | STORAGE CACHE | Proposed block solution should have Read and Write on board DRAM Cache minimum of 256 GB per controller pair or the minimum cache required supporting the required IOPS performance, and scalable up to 1 TB per controller pair. SSD/ PCIe based Flash will not be considered as Cache. | | |
| | | Write cache should be mirrored between Active- Active controllers. Cache should be global and accessible by all volume even in a scale out architecture. | | |
| | | Must have either Cache battery backup, for a minimum of 72 hours, or better technology for fully automatic de-stage of cache to Flash / SSD-Card or equivalent storage during power failure to prevent data loss. | | |
| 9 | CAPACITY | The proposed storage should be configured with 150 TiB (binary) usable capacity with 100% of NVMe based Enterprise Flash Modules/SSD with RAID 6/equivalent and meeting the IOPS and throughput as per the RFP from day one. This should be the usable capacity without considering de-duplication, compression and other optimization features turned on. | | |

| | | | | |
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| 10 | FRONT END PORTS | The proposed solution should have a minimum of 8 x 16/32 Gb Fibre channel ports and 4 x 10 Gbps Ethernet ports. | | |
| 11 | BACK END PORTS | The proposed solution should have NVMe multi-controller architecture with NVMe and SAS interface for Flash Modules/SSD's. | | |
| 12 | SCALABILITY | The proposed storage solutions must be scale to 1PB usable on RAID6 in the proposed controller pair without adding additional controllers by adding necessary resources and without replacing/swapping existing production disks. | | |
| | | Solution should be able to scale by adding additional controllers and capacity in a way that the day one requirement of IOPS, latency, throughput and availability parameters are assured. Addition of physical controllers are to be carried out in a way that; IOPS and throughput increases proportionally only and this addition of controllers needs to be in pairs of physical controllers of same configuration. | | |
| 13 | DISK DRIVE SUPPORT | The solution should have hot pluggable Enterprise NVMe Flash Modules / SSD's behind the same pair of controllers. The solution should be capable of supporting SCM drives in future, | | |
| 14 | ENCRYPTION | The solution should have hardware/controller based data at rest encryption, with a minimum of AES 256 bit encryption as per FIPS 140-2 standards and should deliver the required performance. | | |
| 15 | DEDUPE AND COMPRESSION | The array should have capability of selectively turning on compression & Deduplication at a volume Level and enabling the feature to be optional | | |
| 16 | MANAGEMENT SOFTWARE | The proposed Storage Resource Management software must be a web-based GUI and CLI. It should be able to configure variable levels of QoS features on IOPS, workloads/application, hosts and bandwidth. Management GUI Should support configuration of all features, administration, management, fine-tuning and monitoring. | | |
| | | The proposed array should be supplied with Storage management software capable of generating customized reports, monitoring end-to-end topology from hosts / vhosts to SAN switches to storage array, real time monitoring, historical data and should be capable of providing | | |

| | | | | |
|----|---------------------------|--|--|--|
| | | <p>results on system health, capacity utilization. The Storage management software should be able to generate reports that helps in performance planning and capacity planning and tuning (QoS).</p> <p>The Monitoring and Management Software should be licensed for the day one capacity and should be scalable as per the capacity scales.</p> <p>The solution must be able to integrate with 3rd party enterprise management system via RESTful API's</p> <p>Should have roles based access for user accounts to manage and monitor the storage system, integrate with Active Directory/ LDAP for user authentication</p> <p>Simplified user interface and wizards to perform configuration operations like create LUNs, Pools, Tiers, present LUNs to host, etc.</p> <p>show end to end physical and logical topology view of the infrastructure from virtual host to storage devices including SAN interconnect</p> <p>identify performance bottleneck, Root Cause Analysis at host, SAN and storage level and should be able to troubleshoot storage performance problems</p> | | |
| 17 | SNAPSHOT / FULL CLONES | <p>The array should support controller-based functionality for pointer based snapshot as well as full physical copies.</p> <p>Necessary license if required to restore snap / clones should be provisioned for the full capacity proposed from day one .Cloned Luns should be able to mount in another server for testing or reporting purpose.</p> | | |
| 18 | MULTIPATHING | <p>The solution should support multi-pathing across controllers. OEM should supply Suitable multi-pathing software to support all the flavours of operating system like SOLARIS, REDHAT LINUX and Windows operating systems etc.</p> | | |
| 19 | THIN PROVISIONING | <p>The Storage array must provide capability for thin provisioning of LUNS</p> | | |
| 20 | OS and CLUSTERING SUPPORT | <p>Should Support for industry-leading OS platforms like Windows, Linux, VMware ,Solaris etc.</p> <p>Proposed Storage should support all the above operating systems in Clustering mode</p> <p>Proposed storage should support Major Database software like ORACLE ,MSSQL.MYSQL in</p> | | |

| | | | | |
|----|-------------|---|--|--|
| | | standalone and Clustering mode | | |
| | | The system integrator must ensure the integration of the Storage Solution with multiple OS environments | | |
| 21 | REPLICATION | The storage should support both Synchronous and Asynchronous Data Replication to remote site. The Storage should also capable of supporting 3-Way Disaster Recovery with Zero Data Loss | | |
| 22 | POWERCABLE | Storage should be delivered with C13-C14 Power cable | | |

Annexure – 5**Commercial offer**

Commercial offer – Supply of SAN storage with specification mentioned in this RFP.

(To be submitted in a sealed cover)

Amount in INR

| Item/Description | Model and Brief Configurations | Cost for 1 Qty. | Total cost for 2 Qty |
|--|--------------------------------|-----------------|----------------------|
| Enterprise SAN Storage 150 TB usable capacity with NVMe SSD drives and Five (5) Years onsite Support/Warranty including hardware and software as per Terms and Conditions mentioned in this RFP | | | |

All prices are exclusive of taxes.

Annexure -6**Delivery Locations :**

| S.No | Location | Address |
|------|-----------|--|
| 1 | Bangalore | Data center, Dhanlaxmi Bank, B wing , II nd Floor , Nextra Data Ltd. Plot no 111 and 112 , Road No7 ,EPIP Industrial Area Opp to SATHYA SAI Hospital, Whitefield, Bengaluru-560066 Contact person: Senthil Velan M- Mobile no: 9986218928 |
| 2 | Hyderabad | Dhanlaxmi bank DR Site Ctrls Data center Ltd Near Q-City, Survey no: 115/1 Financial district, Nanakramguda serilingampally, Telangana, Hyderabad 500032 Contact Person: Santosh Kumar B Mobile No: 9160020329 |

Annexure -7

Non Blacklist Declaration Format

(On Bidders' letter head)

Date:

To

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
Corporate Office,
Punkunnam, Thrissur, Kerala – 680 002

Dear Sir,

**Sub: Non Blacklist Declaration by <Bidder Name> for RFP No: DLB_IT/ RFP/
2021-22/003, 22-Oct-2021**

We <Bidder Name> having our registered office at <Bidder Address> are an established and reputed company, do hereby declare and confirm that we and our proposed product OEM are not currently blacklisted by any Central/State Govt. or any Bank.

<Bidder Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the Bidder and should be signed by a person competent and having the power of attorney to bind the Bidder. It should be included by the Bidder in its Bid.

Annexure - 8

OEM/Manufacturer Authorization Format

(On OEM's letter head)

Date:

To

Head-IT & Digital Banking
Information Technology Department,
Dhanlaxmi Bank Limited.
Corporate Office,
Punkunnam, Thrissur, Kerala – 680 002

Dear Sir,

Sub: OEM Authorization for RFP No: DLB_IT/ RFP/ 2021-22/003, 22-Oct-2021

We <OEM Name>, having our registered office at <OEM Address> are an established and reputed software firm do hereby authorize M/s_____ (Name and address of the Bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the Bidder.

We also confirm that we will ensure all product support services through M/s for all the products/ items quoted for and supplied to Dhanlaxmi Bank Ltd.

<OEM Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the company. It should be included by the Bidder in the Bid.

--- End of the Document ---