



CORPORATE OFFICE: THRISSUR
DEPARTMENT: INTERNAL AUDIT (INFORMATION SYSTEM AUDIT)
PUNKUNNAM, THRISSUR – 680002

REQUEST FOR PROPOSAL

**Request for Proposal for conducting adequacy of Information Technology Policy,
Information Security Policy and Business Continuity Planning (BCP) Policy of the Bank**

RFP No: DLB IAD/ISA/ RFP/ 2025-26/ 001 dated **20th March 2026**

1. **Introduction:** Dhanlaxmi Bank Ltd is a scheduled commercial bank in private sector incorporated under the Companies Act headquartered at Thrissur in the State of Kerala of South India (hereinafter referred to as the “BANK”). Incorporated in 1927, the Bank became a Scheduled Commercial Bank in the year 1977. Bank is currently having a network of 261 branches spreading across India.

Information System audit function of the Bank is entrusted with the responsibility of assessing the compliance level of Information assets of the Bank so as to ensure Confidentiality, Availability and Integrity of Information assets. The IS Audit function performs various audits to assess compliance with Bank’s Information Security Policy, Information Technology Policy and compliance with the Regulatory norms.

2. **Purpose:** To assess the adequacy of **Information Technology Policy, Information Security Policy and Business Continuity Planning (BCP) Policy** of the Bank.

3. **Scope of Work:** To assess the adequacy of the Bank’s Information Technology Policy, Information Security Policy, Change Management Policy and BCP Policy and to assess the effectiveness of Change Management controls and Project Management controls (IT related).

- A) The adequacy of above Policies with Regulatory directions -RBI Master Directions of IT GRC, Digital Payment and Security Controls and IT Outsourcing and RBI advisories.
- B) The adequacy of the Policy with CERT -In guidelines/norms.
- C) Incorporation of RBI advisories in the Policy/Standard Operating Procedure
- D) Strategic alignment of Bank’s IT Policy with the Corporate Objectives.
- E) Strategic alignment of the Information Security Policy with IT Policy and Corporate objectives.
- F) The availability of Standards/Procedures and Guidelines for the above Policies
- G) Alignment with ISO 27001
- H) Effectiveness of change management controls (sample verification of major changes effected in FY 2025-26)
- I) Effectiveness of Project management controls (sample verification of Projects handled in FY 2026-27)

4. **Evaluation Criteria:** The proposals received will be evaluated based on the following criteria:

Sl. No.	Eligibility	Supporting Documents to be submitted
1	Proposer should be a firm empaneled with CERT -In	Certificate of empanelment with CERT-In
2	The firm should have at least two CISA Certified permanent employees	Employee details with CISA registration number
3	Firm should have minimum experience of 2 years in conducting Information System audit in scheduled Commercial Banks	Engagement letter in the name of firm to be submitted.
4	The Bidder firm should not have been black listed/ debarred by any Government Financial Institutions/ Banks/ RBI/ IBA or any other statutory/regulatory bodies	A self-declaration in firm's letter head
5	Firm should not be owned or controlled by any Director or Employee of Dhanlaxmi Bank, both present and those who have retired	A self-declaration in firm's letter head

Preference will be given for firms who have undertaken similar assignments in other Scheduled Commercial Banks.

5. **Remuneration:** - Remuneration shall be fixed on mutually agreed terms. Applicant may quote the expected remuneration while submitting the proposal considering the scope of work defined herein above.

6. **Audit mode:** Hybrid (onsite and Offsite)

7. **Audit location:** Dhanlaxmi Bank Corporate Office, Thrissur, Kerala

8. **Timeline:** The following timelines to be adhered

- a. RFP Issuance Date: March 20, 2026
- b. Last date for Submission of proposal: March 30, 2026
- c. Evaluation and Selection of Vendor: April 04, 2026
- d. Project Commencement Date: April 16, 2026
- e. Project Completion Date: Draft report by 08th May 2026 and Final report by 15th May 2026

*The Bank reserves its right to effect any changes in the above listed timelines.

7. **Proposal Submission Details:** All proposals must be submitted in writing via email to the following ID: aneeshs@dhanbank.co.in . Please keep the attachment file size less than 8 MB for a single mail.

8. **Contact:** - For any clarification, contact Information System Audit, Internal Audit Department of the Bank at Contact No: 0487-7107535, 0487-7107543

9. **Confidentiality:** All information provided in response to this RFP will be treated as confidential and used solely for the purpose of evaluating the proposals. The successful bidder needs to execute NDA/SLA for the works assigned.

10. **Disclaimer:** Dhanlaxmi Bank reserves its right to accept or reject any proposal without assigning any reasons whatsoever. Proposal submitted pursuant to this RFP and demonstrations, if any, shall be at the cost and expenses of the proposer. Bank shall not be liable for any cost or expenses incurred by the proposer for submitting the proposal. Bank reserves its right to modify or withdraw the RFP without assigning any reason whatsoever.