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

REQUEST FOR PROPOSAL

Request for Proposal for conducting Information System Audit
RFP No: DLB IAD/ISA/ RFP/ 2026-27/ 003 dated **30th July 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 264 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 the 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 conduct Information System audit of following applications:

A. DCAMS (Customer on boarding application)
B. CCMS Plus (Customer care application)

Scope of Work

Application controls

1. Application Security Lifecycle
2. Parameter settings
3. Patch management (OS, Middleware, DB)
4. Change management controls
5. Access control
6. User access review
7. Password policy/management
8. Data encryption/cryptographic control management
9. Data Protection/Security measures
10. Audit trail Logging and Monitoring
11. Capacity monitoring
12. Back up management
13. BCP and DR Plans
14. Incident management
15. VA/PT- Compliance status
16. Threat modelling -Compliance status
17. SIEM -Monitoring

18. Database Activity Monitoring (DAM)
19. API Security testing -compliance status
20. General Security Controls
21. Verification of Interfaces; eg. with CBS, PAN Validation, KYC document validation, Aadhar Validation, CRM
22. Management Information System (MIS) reports
23. IT GRC on E KYC process (Biometric and OTP based) and Video KYC (applicable to DCAMS)
24. Vendor Management
25. Database access control measures
26. Review of Secure configuration
27. Review of Segregation of Duty
28. Compliance status of previous IS Audit

3. 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

4. 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.

5. Audit mode: Hybrid (onsite and Offsite)

6. Audit location: Dhanlaxmi Bank Corporate Office, Thrissur, Kerala

7. Timeline: The following timelines to be adhered

a. RFP Issuance Date: July 30, 2026
b. Last date for Submission of proposal: August 07, 2026
c. Project Commencement Date: Within 7 days from the date of release of Purchase order.
d. Project Completion Date: Draft report by 10th September 2026 and Final report by 17th September 2026

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

8. 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.

9. Contact: For any clarification, contact Information System Audit, Internal Audit Department of the Bank at Contact No: 0487-7107535, 0487-7107543, 0487-7107545

10. 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.

11. 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.