

CORPORATE OFFICE, THRISSUR

DEPARTMENT: INFORMATION TECHNOLOGY

Tender No: Tender/015/2026-27

Dated: 14th September 2026

Tender for IT Facility Management (FM) Senior Engineer.

Objective

The Bank intends to engage a qualified **Senior** IT Facility Management (FM) Engineer to provide onsite technical support for IT infrastructure and end-user services. The resource shall act as a senior-level escalation point for the Help Desk/Desktop Support team and provide support for Email Administration, NAS/File Storage & Backup operations, executive/VIP user requirements and other critical IT operational activities.

The engineer shall coordinate with the Bank's IT teams, Help Desk, application teams, infrastructure teams, OEMs and service providers for timely resolution of incidents and service requests.

Resource Requirement

The bidder shall deploy one qualified Senior IT FM Engineer at the Bank's designated location during the Bank's working hours. The resource shall provide extended-hours/holiday support whenever required for critical incidents, planned activities, migrations, DR drills, or other business requirements.

The resource shall have adequate experience in Windows environments, end-user computing, email administration, storage/NAS, backup operations, Active Directory, networking fundamentals and enterprise IT support.

Scope of Work – Senior IT FM Engineer

Key Responsibilities

Help Desk & Escalation Support

- Act as the L2/L3 escalation point for unresolved software/hardware Support incidents.
- Troubleshoot desktop/laptop, OS, application, network connectivity, printer and peripheral-related issues.
- Coordinate with Network, Security, Server, Application, OEM and vendor teams for resolution.
- Perform root cause analysis for recurring issues and maintain troubleshooting/knowledge-base documentation.

Classification: Internal

- Ensure incidents and service requests are properly updated and closed in the ITSM system.

Email Administration

- Manage mail servers and coordinate with Mail vendor.
- Manage mailbox creation/modification, quota, distribution groups and other approved administrative requests.
- Troubleshoot email delivery, mailbox access, email client and mail-flow issues.
- Coordinate with Email Security/OEM/vendor teams for complex issues and escalations.

MDM Administration

- Manage the Mobile Device Management (MDM) platform and coordinate with the OEM/vendor.
- Manage device enrollment/de-enrollment, user/device profiles, security policies, application deployment and other approved administrative requests.
- Troubleshoot device enrollment, policy synchronization, application deployment, compliance and access-related issues.
- Coordinate with Network, Security, Application, OEM/vendor teams for complex issues and escalations.

NAS Storage & Backup

- Administer NAS/file storage, shared folders, permissions and storage allocation.
- Monitor storage capacity and backup job status.
- Troubleshoot backup failures and coordinate with OEM/vendor teams where required.
- Perform authorized file/folder restoration and maintain backup/restoration records.

Executive / VIP Support

- Provide priority support for Senior Executives/VIP users and handle their escalated IT requirements.
- Support laptops/desktops, email, printers, connectivity, video conferencing and approved applications.
- Provide technical assistance during Board/Management meetings, presentations and video conferences.
- Coordinate with respective IT teams for requirements involving infrastructure, application, network or security changes.

General IT Support

- Support Linux Servers, Windows systems, Active Directory-related user issues, printers and standard enterprise applications.
- Assist in software installation, upgrades, patching and endpoint security-related activities.
- Coordinate hardware warranty/AMC calls and vendor support.
- Support planned maintenance, migrations and DR/BCP exercises.
- Maintain necessary operational records and documentation.

Classification: Internal

Service Requirements

The engineer shall attend critical and executive escalation calls on priority and ensure resolution within the Bank-defined SLA. Critical issues shall be immediately escalated to the concerned Bank officials/technical teams.

The resource shall comply with the Bank's IT, Information Security, Change Management and Access Control policies and maintain strict confidentiality of Bank information.

Qualification & Experience

- Minimum 10 years of relevant IT infrastructure/support experience as L2/L3, y in a Schedule Bank environment.
- Hands-on experience in Windows, Active Directory, Email Administration, NAS/File Storage and Backup.
- Good troubleshooting, communication, documentation and vendor coordination skills.
- The Bank reserves the right to interview and approve the proposed resource. Any resource found technically/performance-wise unsuitable shall be replaced by the bidder within the timeline stipulated by the Bank.

Additional Conditions

The Bank reserves the right to interview and approve the proposed resource before deployment. If the performance of the deployed resource is found unsatisfactory, the bidder shall provide a suitably qualified replacement within the timeline stipulated by the Bank.

The resource shall maintain strict confidentiality regarding the Bank's systems, infrastructure, configurations, user information and business data. Access to Bank systems shall be strictly on a need-to-know and least-privilege basis.

The Senior FM Engineer shall work under the overall supervision and direction of the Bank's IT Department and shall undertake any other IT infrastructure/end-user support activity reasonably falling within the scope of Facility Management services, as assigned by the Bank from time to time.

Leave / Absence Management

The Vendor shall ensure uninterrupted availability of the deployed resource throughout the contract period. In case of any planned or unplanned leave/absence, the Vendor shall provide a suitable substitute resource with similar or higher qualifications, experience, and technical competency, without any additional cost to the Bank.

If the Vendor fails to provide a suitable replacement for any day of absence, a penalty equivalent to 1.5 times the per-day cost of the resource shall be levied for each day of such absence.

Vendor should have support office in Kerala and Bangalore

Minimum Turnover – 10 Crore in FY 2025-26

Classification: Internal

Payment Terms: Quarterly Advance**Contract Period – 3 Years**

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