

RFP for for selection of Service Provider for Digital Health Care consultation through App for various Specific Schemes of Indian Bank

RFP Ref: CO/R&GR/BASC/RFP-03/2025-26, Dtd : 14.08.2025

Amendments (2) - to the RFP

Sno.	Reference in RFP (Point no., Head,Pg.)	Existing Text in the RFP	Amended Text
1.	Pg. No.1,3	Last Date for receipt of Eligibility & other Bidding documents as per RFP - 11.09.2025 at 02.30 pm Date and time of opening Eligibility & other Bidding documents as per RFP - 11.09.2025 at 02.40 pm	Last Date for receipt of Eligibility & other Bidding documents as per RFP - 18.09.2025 at 02.30 pm Date and time of opening Eligibility & other Bidding documents as per RFP - 18.09.2025 at 02.40 pm
2.	Pg. No.3 3. Eligibility Criteria	VII. The net worth of the Bidder firm should not be negative as on 31.03.2025 and also should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31.03.2025 (i.e., FY 2022-23, 2023-24 and 2024-25), as per the relevant Audited Financial Statements. In case the bidder is a start-up or Micro and Small Enterprise (as per UDYAM Certificate) Copy of the audited financial statements along with profit and loss statement for corresponding years Certificate of the statutory auditor for the positive net worth to be provided	VII. –Deleted-
3.	Pg. No.26 ANNEXURE B Eligibility Criteria Compliance	6. The net worth of the Bidder firm should not be negative as on 31.03.2025 and also should not have eroded by more than 30% (thirty percent) in the last three years, ending on 31.03.2025 (i.e., FY 2022-23, 2023-24 and 2024-25), as per the relevant Audited Financial Statements. In case the bidder is a start-up or Micro and Small Enterprise (as per UDYAM Certificate).	–Deleted-
4.	Pg. No.12 7. Overview of Evaluation Process	7.9 The L1 bidder/s will be determined on the basis of lowest price quoted for the service to be provided to the Bank, as per the terms of the RFP / amendment. If more than one bidder qualifies as L1, then the decision of the Bank will be final in this regard. The Bidders quoting higher rate, next to the L1 bidder (in the ascending order of the commercial quote), will be termed as L2, L3, and so on. Decision of the Bank will be final.	7.9 The L1 bidder/s will be determined on the basis of lowest price quoted for the service to be provided to the Bank, as per the terms of the RFP / amendment. If more than one bidder qualifies as L1, then the decision of the Bank will be final in this regard. The Bidders quoting higher rate, next to the L1 bidder (in the ascending order of the commercial quote), will be termed as L2, L3, and so on. Bank may empanel up to top three bidders, based on the rates quoted by the bidders, as L1, L2 & L3. Decision of the Bank will be final.
5.	Pg. No.12 7. Overview of Evaluation Process	7.10 Bank may enter into contract with the L1 bidder and enrol its customers with such Bidder for availing the facilities as per the terms of the RFP / amendments.	7.10 Bank may enter into contract with the L1 / L2 / L3 bidders and enrol its customers with such Bidder for availing the facilities as per the terms of the RFP / amendments.
6.	Pg. No.13 7. Overview of Evaluation Process	7.11 If the services of the Successful Bidder is not satisfactory / refuses to fulfill all the specific requirements as per the terms of the RFP/amendments, Bank at its own discretion, during the RFP process / period of contract with the successful bidder, may negotiate with L2 bidder, L3 bidder and so on, to match the rate quoted by the L1 bidder and may take any action deemed fit, against the defaulting	7.11 If the services of the Successful L1 Bidder is not satisfactory / refuses to fulfill any / all of the specific requirements as per the terms of the RFP/amendments, Bank at its own discretion, during the RFP process / period of contract with the successful bidder, may negotiate with L2 bidder and / or L3 bidder, to match the rate quoted by the L1 bidder or Bank may engage the L2 bidder at the rate

		Bidder, including reporting to the appropriate authority, blacklisting of the bidder, etc.	quoted by L2 bidder or proceed with L3 bidder similar way or any course of action deemed fit to the Bank. Bank may take any action deemed fit, against the defaulting Bidder, including reporting to the appropriate authority, blacklisting of the bidder, etc.
7.	Pg No.15 17. Notification of Award	After selection of the successful bidder and after obtaining internal approvals, the Bank will send Notification of Award /Purchase Order to the selected Bidder. Bank reserves the right to negotiate with L1 / Successful Bidder(s) on pricing after allotment of tender anytime during the tenure of the contract.	After selection of the successful bidder(s) and after obtaining internal approvals, the Bank will send Notification of Award / Purchase Order to the selected Bidder. Bank reserves the right to negotiate with Successful Bidder(s) on pricing before / after allotment of tender anytime during the tenure of the contract.
8.	Pg No.8 4. Scope of Work, Terms and Conditions	i. One year, which may be extended / renewed on yearly basis, for another two years, at Bank's discretion, with the consent of the successful bidder, based on the satisfactory services by the successful bidder, at the same rate quoted by the Bidder, at the time of Bid submission.	i. One year from the date of contract with the Bank, which may be extended / renewed on yearly basis, for another two years, at Bank's discretion, with the consent of the successful bidder, based on the satisfactory services by the successful bidder, at the same rate quoted by the Bidder, at the time of Bid submission.
9.	Pg No.18 29. Engagement Tenure	i. Tenor of Contract is for One year, which may be extended / renewed on yearly basis, for another two years, at Bank's discretion, subject to annual review, with the consent of the successful bidder, based on the satisfactory services by the successful bidder, at the same rate quoted by the Bidder, at the time of Bid submission and as per mutually agreed terms and conditions. iii. The contract will be deemed completed only when all the services contracted by the Bank are provided and implemented along with the submission of associated reports / presentations / documentation provided to the Bank / Bank's employees and their dependents, as per the requirements of the contract executed between the Bank and the Successful Bidder.	i. Tenor of Contract is for One year from the date of contract with the Bank, which may be extended / renewed on yearly basis, for another two years, at Bank's discretion, subject to annual review, with the consent of the successful bidder, based on the satisfactory services by the successful bidder, at the same rate quoted by the Bidder, at the time of Bid submission and as per mutually agreed terms and conditions. iii. The contract will be deemed completed only when all the services contracted by the Bank are provided and implemented along with the submission of associated reports / presentations / documentation provided to the Bank / its account holders / their family member, as per the requirements of the contract executed between the Bank and the Successful Bidder(s).
10.	Pg No.14 13. Rejection of Bids	13.2 It is received through Fax/E-mail/ post/courier.	13.2 It is received through Fax/E-mail
11.	Pg No.19 32. Performance Security	Successful Bidder will be required to submit performance security in the form Bank Guarantee issued by any Scheduled Commercial Bank, in India (other than from Indian Bank), for Rs.25 lakhs (Rupees Twenty Five lakhs only), issued on or after the date of selection as Successful Bidder, with validity period (expiry) of 48 months from the date of issue and Claim date 12 months from the validity/expiry date.	Successful Bidders will be required to submit performance security in the form Bank Guarantee issued by any Scheduled Commercial Bank, in India (other than from Indian Bank), for Rs.25 lakhs (Rupees Twenty Five lakhs only), issued on or after the date of selection as Successful Bidder at the time of their engagement / execution of Agreements with the Bank, with validity period (expiry) of 48 months from the date of issue and Claim date 12 months from the validity/expiry date.