



CO: R & GR DEPARTMENT

**REQUEST FOR PROPOSAL (RFP)
for selection of Service Provider for Digital Health Care consultation through App for various
Specific Schemes of Indian Bank**

CO/R&GR/BASC/RFP-03/2025-26, Dated 14.08.2025

Postponement of bid submission & opening date

Last Date for receipt of Eligibility & other Bidding documents, Date of opening Eligibility & other Bidding documents stands postponed to **11.09.2025**.

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| 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 |

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| 1 | xii. The services shall be made available to individuals on yearly basis against a payment of fixed premium, to be referred as Annual Subscription Fees, without incurring any additional cost. | a) Will the account holders of the bank only be covered or will it cover people from outside the bank ? | Account Holder and up to 4 family members of the Account Holder, as per RFP |
| 2 | xiv. Bank will pay the Annual Subscription Fees for the account holders of the Bank, as per the quote submitted by the Successful bidder, on a monthly / on-going basis, to the Bank Account of the Successful bidder / Service Provider and send the list of account holders (Name, Mobile number) to be covered under online healthcare consultation facility. | a) How many consultations can an account holder have ? B) Will joint account holders be covered ? | a) Unlimited consultations b) First Account holder and his 4 family members |
| 3 | vii. Addition/Deletion of the members will be done on monthly basis. Bank will share the data by 10th of next month and online consultation to be provided for next one year, from the date of sharing the accounts / payment of Annual premium fees. | a) How will the history of the patients be maintained in case of deletion of records happens and new patients are added ? | Only customer + 4 family members can register through one set mobile number and no addition/deletion once |

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| 4 | xi. Turn Around Time for online consultation with the Doctor should not be more than 15 minutes from the time of request by the beneficiary and the status of the call (like within how much time in minutes, consultation with the required Doctor will be made available to the beneficiary, etc.) shall be made available in the app provided by the bidder / service provider. | a) How many slots would be provided in a day ? B) If a patient's consultation exceeds more than 15 minutes then will he be removed from the consultation ? | a) Unlimited consultations b) The app should connect the customer with the Doctor, within a maximum of 15 minutes, as mentioned in RFP |
| 5 | xiv. All the guidelines issued by competent authorities, for providing the requisite services to the Bank, under this RFP, including Medical Council of India, Directorate General of Health Services (DGHS), National Health Authority (NHA), Ayushman Bharat Digital Mission (ABDM), respective State Health Agencies (SHAs), Ministry of Health and Family Welfare, IRDAI, Govt. of India, State Governments, etc. are to be complied with by the bidder | a) How will the patient numbering be done ? b) will the patient be referred to a network hospital or government hospital based on his UHID ? | a) Successful bidder need to take care of the modalities b) As per RFP |

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| 6 | xix. Bank reserves the right to continue or discontinue the scheme. | a) If the bank discontinues the scheme then how will the patient who have paid for consultation for a year be reimbursed ? | Facility to be provided the customer till the period of coverage, after receiving payment from bank. Payment from customer for consultation not to be taken. |
| 7 | xxiv. Further, Bank reserves the right to modify/ alter the scope of work every year through mutual consent even after selection of the successful bidder | a) What would be the change in scope ? B) Would it be informed in advance ? C) will the bank reimburse the bidder in case of a loss due to scope change ? | a) Change in scope, if any, will be shared with the successful bidder b) As per Bank's discretion c) No |
| 8 | 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. | There are a lot of ventures/insurance companies/start-ups which has gestation period of more than 5 years to become break-even. However, we have achieved the break-even currently. M-Swasth is in its growth phase. So, according to the growth trajectory, it is completely normal for a start-up to have negative Net Worth in its starting years of operations. Also, we have adopted Indian GAAP accounting standard which stresses on amortization of revenue over a period of time, but the expenses are booked up-front, resulting in negative P/L in the starting years. However, on collection basis we are cash positive company. We assure the Bank that this will not in any way affect our performance capability, and request your kind consideration to allow wider participation of innovative and service-oriented bidders. We require waiver of this point. | As per RFP |

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| 9 | The Bidder should have an annual Business Turnover of at least Rs.1.50 Crore in each of the last 3 Financial Years (i.e., 2022-23, 2022-2023 and 2024-25). In case, the bidder is a start-up or Micro and Small Enterprise, Bidder should have an annual Business Turnover of at least Rs.1.00 Crore in each of the last 2 Financial Years (i.e., FY 2022-2023 and 2024-25). | The audited financial statements for FY 2024-25 are currently under statutory process and not yet finalized. We therefore request the Bank to kindly accept audited financials up to FY 2023-24, along with provisional/management-certified financials for FY 2024-25, and a Statutory Auditor's certificate confirming going concern status, in lieu of the final audited financial statements. | If Audit for 2024-25 is not yet completed, bidder can submit self attested Financial Statements for FY 2024-25 and note to submit to Bank, Audited Financial Statements for FY 2024-25, immediately upon completion of Audit. Audited Financial Statements for FY 2023-24 and FY 2022-23 to be submitted, wherever applicable. |
| 10 | The Bidder's liability in case of claims against the Bank resulting from misconduct or negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. | The Bidder shall be responsible for the Healthcare Services rendered to the Enrolled Customers and for resolving any product or policy-related grievances, in the event of any claims arising from negligence, actions, or omissions concerning the services provided by the doctors and registered medical practitioners. Furthermore, the Bidder indemnifies Bank against any claims or defamation suits filed against Bank, covering the claimed amount and any associated costs. The bidder shall also be liable to compensate the Bank, taking into consideration the Bank's reputation. | As per RFP |

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| 11 | The bidder should be duly registered with National Health Authority and have valid license for providing health care consultancy services through digital platform (Mobile Application). Also, bidder's MOA/AOA should authorize these services. | Our company, Quaree Etechnologies Pvt. Ltd., has significant experience in large health-tech projects such as iHAT & PATH programs, UPKSK, MNCH dashboards, and currently Nepal Health Dashboard. However, our MOA/AOA does not explicitly mention "Digital Health Care Consultation" and we do not employ doctors directly. We request clarification whether IT companies with strong proven track record in health technology platforms can be considered eligible, possibly in consortium/partnership with licensed medical service providers. | As per RFP |
| 12 | The bidder should have experience in providing the Digital Health Care service through digital Health Care Platform in at least one Scheduled Commercial Bank / PSU in India. | Our experience is in implementing and managing large-scale healthcare dashboards and digital health systems with reputed agencies (IHAT, PATH, MNCH, Nepal Health Dashboard). Kindly clarify if equivalent healthcare IT experience with international/national agencies can be considered valid in lieu of direct bank/PSU consultation work. | As per RFP |
| 13 | The bidder should have a dedicated team of licensed in-house doctors (minimum MBBS). | We request clarification if the bidder can empanel or partner with a licensed medical network / hospital association for providing 24x7 consultation services instead of maintaining full-time in-house doctors. | As per RFP |
| 14 | Bidder is responsible for compliance with DPDP Act, NHA/IRDAI/MCI regulations. | We request clarification if compliance can be achieved jointly, where the IT bidder ensures technology/data compliance and the licensed medical partner ensures clinical compliance. | As per RFP |
| 15 | Performance Security of ₹25 lakhs in form of Bank Guarantee. | Kindly clarify whether relaxation in Performance Security will be provided to DPIT-recognized Startups / MSMEs as per Government guidelines. | As per RFP |

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| 16 | 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. | Request you to please provide the relaxation for this clause. If this not feasible we are happy to provide the detail of our Parent company which is in line with the requested Ripples lets us know if this is fine. | As per RFP |

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| 17 | The Bidder should have an annual Business Turnover of at least Rs.1.50 Crore in each of the last 3 Financial Years (i.e., 2022-23, 2022-2023 and 2024-25). In case, the bidder is a start-up or Micro and Small Enterprise, Bidder should have an annual Business Turnover of at least Rs.1.00 Crore in each of the last 2 Financial Years (i.e., FY 2022-2023 and 2024-25). | For FY 2024-2025 audit is under process and it will be completed by mid of September 2025 however we are able to provide the rest of data. | If Audit for 2024-25 is not yet completed, bidder can submit self attested Financial Statements for FY 2024-25 and note to submit to Bank, Audited Financial Statements for FY 2024-25, immediately upon completion of Audit. Audited Financial Statements for FY 2023-24 and FY 2022-23 to be submitted, wherever applicable. |
| 18 | Bank will pay the Annual Subscription Fees for the account holders of the Bank, as per the quote submitted by the Successful bidder, on a monthly / on-going basis, to the Bank Account of the Successful bidder / Service Provider and send the list of account holders (Name, Mobile number) to be covered under online healthcare consultation facility | As we discussed during our last meeting, I understand that the payment term shall be upfront for all 5Lac account holders. However, in the RFP it is mentioned that billing will be on a utilization basis, monthly. Request your clarification on the same. | As per RFP |

