

Request for Proposal (RFP)
For
To Empanel Medical Service Provider

RFP Reference No. IFTAS/CS/HR/21-22/02
RFP Date: 03-Aug-2021

Indian Financial Technology & Allied Services

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The specification for components of the proposed solution is defined in generic terms on best effort basis. Reference of any term proprietary to an OEM in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular component of the proposed solution.

The proposal in response to the RFP should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the RFP documents are to be signed by the authorized signatory. Any clarification sought can be mailed to rfp@iftas.in. All clarifications sought shall be replied in pre-bid meeting or immediately thereafter through an addendum if necessary.

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1. Introduction

1.1 Background

IFTAS, a wholly owned subsidiary of Reserve Bank of India (RBI), was formed in 2015 as a Section-8, not-for-profit organization and was entrusted with the responsibility of pioneering the use of technology in banking and offering cutting-edge services to financial sector in India. Major technology initiatives from IFTAS include setting up of the Next generation INFINET (INFINET 2.0) network, managing the nationwide communication backbone for the Central Payment System, managing SFMS Central Payment System (Structured Financial Messaging System) and a host of Cloud solutions from IBCC (Indian Banking Community Cloud).

1.2 Objective

The objective of this RFP is to empanel the Medical Service Provider to facilitate 24*7 medical services for its employees and associates.

1.3 Errors and Omissions

Each bidder should notify IFTAS of any error, fault, omission, or discrepancy found in this RFP document but not later than three (3) business days prior to the due date for lodgement of Response to RFP.

2. Important Dates

Indicative time frame for the overall process is as shown below: -

SN	Brief	Details
1	Issuance of RFP document	03 Aug 2021
2	Last date for seeking clarifications on RFP	06 Aug 2021
3	IFTAS response to clarifications sought	10 Aug 2021
4	Last date of submission of Technical Bids and Commercial Bids (In two separate envelopes)	16 Aug 2021 (The bids should reach IFTAS corporate office at or before 1700 hrs)
5	Opening of Technical Bids	17 Aug 2021
6	Opening of Commercial Bids	To be communicated later
7	Name & Address of communication	Procurement in Charge, Indian Financial Technology and Allied Services (IFTAS) 10 th Floor, C-Wing, Times Square Andheri (East) Mumbai- 400072 India
8	Bid Related to be mailed to	RFP@iftas.in

3. Correction of Errors

Correction of Errors Arithmetic errors in bids will be treated as follows:

- a) Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
- b) Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will govern.
- c) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
- d) If there is discrepancy between unit price and total price, the unit price shall prevail for calculation of the total price.
- e) If there is a discrepancy in the total, the correct total shall be arrived at by IFTAS.

The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case IFTAS will be free to accept the amounts as mentioned in the commercial bid.

4. Bidding Process

The response to the present RFP shall be submitted in a single stage by submitting two separate sealed envelopes, one each for technical and commercial.

5. Instruction to Bidders

The Bidder is required to sign this requirement document on all the pages towards acknowledging receipt of requirement of IFTAS and the same is required to be submitted along with their proposal in a sealed envelope. Bidders to provide Bid Validity for 3 months.

6. Detailed Scope of Works

We are looking for a 24 X7 medical services provider to be empanelled for providing the services as mentioned below. We would like to empanel the agency for a period of one year. May we request you to provide the services charges/fees per employee with should include their families (dependents – self + spouse + two children + dependent parents). Kindly send your best price offer along with your credentials, list of clients and any other details considered necessary.

List of Services/ Scope of Work Envisaged. We have a total strength of approximately 230 employees and the number may increase / decrease based on few new joiners as well as resignations. The subscription model will therefore be based on number of employees present and chargeable on pro rata basis. Employees and family members residing with them in Mumbai, Hyderabad, Navi Mumbai, and Nagpur etc. should all be covered under the scheme for following services: -

General Medical Services Facilitation

- (a) Telemedicine consultation and prescription (Audio/Video) with an MBBS doctor
- (b) Ambulance Access for any emergency
- (d) Lab testing at home and / or at the centre
- (c) Assistance for hospitalization

Covid Testing & Management

- (a) Provide guidance relating to testing centers and process
- (b) Tele-consultation with a physician for a prescription or evaluation
- (c) Appointment follow through with the centers
- (d) Post results follow up and guidelines on next steps
- (e) COVID ambulance transfers, coordination of medical test and general helpline
- (f) Return to Work Assessments – Online Assessments, Onsite Screening and Incident Managements

For COVID cases, names of network of Hospitals providing home isolation and private isolation centers and Partner types may also be indicated. It may also be brought out whether availability of beds will be assured. If no, then alternatives may also be indicated.

7. Eligibility Criterion

SN	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1	Bidder must have registration under companies Act, 1956 / 2013, also registered with the Goods & Service Tax authorities, and must have completed 3 years of existence as on Bid calling date.	Attested copy of the Certificate of Incorporation/Registration of the Bidder/RoC.
2	For demonstrating technical capacity, the Bidder shall have, in any of the past three (3) financial years preceding the Bid Due Date Collected and appropriated project value approximately Rs. 25 Lakhs each from at least 3 projects.	In this regard, the Bidders are required to submit Work Order / Purchase Order.
3	The Bidder shall have a minimum Average Annual Turnover of Rs. 1 Crore in preceding three (3) financial years. However, exception may be granted for the previous year, in view of Covid lockdown.	In this regard, Bidder shall submit Certificate (s) from its Statutory Auditors stating the Eligible Projects and Turnover during the past three (3) years.

8. Payment Terms

Annual Payment - within 45 days on receipts of the invoice.

9. Prerequisite

The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document.

10. Right to Reject, Accept/Cancel the bid:

IFTAS reserves the right to accept or reject any of the submitted bid without assigning any reason whatsoever.

IFTAS does not bind itself to accept any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. IFTAS also has the right to re-issue the Tender without the bidder having the right to object to such re-issue.

Annexure I: Bidder Details

1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company.	Date:		
		Ref#		
5	Valid GST Registration Number			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact person to whom all references shall be made regarding this tender			
8	Telephone No. (with STD Code)			
9	E-Mail of the contact person:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
11	Year	2018-19	2019-20	2020-21
12	Net worth			
13	Turn Over			
14	Profit After Tax			

Annexure II: Commercial BID Format

Description	Per Employee/Associate Cost (Excluding Taxes)
FACILITATION OF MEDICAL SUPPORT SERVICES FOR IFTAS EMPLOYEES/associates including their families (dependents – self + spouse + two children + dependent parents).	

[Name of Authorized Signatory]

[Name of Organization]

[Designation] [Place]

[Date and Time] [Seal & Sign]

[Business Address]

Note:

- a. The above BOQ is INDICATIVE in nature. Bidders to give items wise details.
- b. Per Employee/Associate Cost shall be inclusive of family members as mentioned in the Description above.
- c. The commercial bid shall not be altered, modified, changed, or any additional conditions applied therein. Any changes to this format will lead to disqualification and all discretion on the same will be with IFTAS.

Annexure - III: Bidder's Guarantee Certificate
(On the letterhead of Bidder)

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) To Empanel Medical Service Provider

Being duly authorized to represent and act on behalf of (hereinafter referred to as "the Applicant") and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply Request for Proposal (RFP) To Empanel Medical Service Provider. The details as per the requirements of the RFP enquiry are enclosed for your consideration.

Yours faithfully,

(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Annexure - IV: Conformation to Terms and Conditions

(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road, Marol,
Andheri (East),
Mumbai - 400 059

Dear Sir,

Sub: Request for Proposal (RFP) To Empanel Medical Service Provider

Further to our quotation dated _____, in response to the Request for Proposal (RFP) for "To Empanel Medical Service Provider" issued by IFTAS, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addenda, other documents and if required including the changes made to the original bid documents issued by IFTAS, shall form a valid and binding part of the aforesaid RFP document. IFTAS is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our quotation or any subsequent deviations sought by us, whether orally or in writing, and IFTAS's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,