



**RFP for OPD (Annual Health Check-up) Programme for employees  
of Reserve Bank of India and their eligible spouses -  
April 1, 2025 to March 31, 2026**

NOTICE INVITING TENDER (NIT)

(Only through e-tendering)

SCHEDULE OF TENDER (SOT)

Tenders are invited by Reserve Bank of India (hereinafter referred as the 'Bank' or 'RBI') to manage the OPD (Annual Health Checkup) Programme for employees of Reserve Bank of India and their eligible spouses. The Bank has authorised M/s Aon Risk Insurance Brokers India Private Limited to solicit proposals through a two-stage bidding process (comprising of Technical and Commercial Bids) from **IRDAI licensed Non-Life and Health Insurance Companies and Wellness Service Providers operating in India.**

The "Request for Proposal" (RFP) for the programme is also available in Tender's section on the Bank's website([www.rbi.org.in](http://www.rbi.org.in)). Interested bidders are requested to refer to the said RFP. Bids made strictly as per the provisions of the RFP document should be submitted online.

Sr. No.	Details	Date/Time/Other Particulars
i)	E-Tender No.	RBI/HRMD-CO Central Office Departments/Others/6/24- 25/ET/748
ii)	Mode of Tender	e-Procurement System (Online Part I - Technical Bid, Qualifying and Part II – Commercial Bid, through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a> )
iii)	View Tender Date & Time on MSTC web portal	11:30 Hrs. on January 10, 2025
iv)	Date & Time of NIT available to parties to download	11:30 Hrs. on January 10, 2025
v)	Date & Time of starting of online e- Tender for submission of online Technical and Commercial Bid at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	11:30 Hrs. on January 10, 2025

vi)	<b>Pre-bid meeting</b>	11:00 Hrs. on January 16, 2025 at RBI, Central Office Building. All questions regarding the tender should be submitted via email latest by 1500 Hrs. on January 15, 2025.
vii)	Date & Time of closing of online e- Tender for submission of online Technical and Commercial Bid	13:00 Hrs. on January 31, 2025
viii)	Date & Time of opening of Part I (i.e., Technical Bid)	11:00 Hrs. on February 04, 2025
ix)	Date & Time of Presentation at RBI, New Central Office, Mumbai	11:00 Hrs. on February 07, 2025
x)	Date & Time of opening of Part II (i.e., Commercial Bid)	11:00 Hrs. on February 12, 2025
xi)	Estimated number of employees and their eligible spouse to be covered in a year	Approx. 13,428 employees and 8,553 spouses
xii)	Estimated value of tender	₹ 14,50,00,000/- (approx.) (Rs Fourteen crore and Fifty lakhs only)
xiii)	<b>Earnest Money Deposit #</b>	₹ 29,00,000/- (Rs Twenty nine lakhs only)  (2% of the estimated tender value)
xiv)	Earnest Money Deposit (EMD)	An amount of ₹ <b>29,00,000</b> (Twenty-nine lakhs only) may be transferred by NEFT on or before closing of the tender submission time i.e. 1300 hrs on January 31, 2025. The NEFT details are as under: <u>Name of beneficiary:</u> Reserve Bank of India. <u>IFSC Code:</u> RBIS0COD001 (the 5th, 9th and 10th characters are zero, 7th character is alphabet O) <u>Account Number:</u> 41869229904 Once the amount is transferred, the UTR details may be shared with RBI. EMD of unsuccessful bidders would be returned on expiry of bid validity (including extended validity). No interest would be payable on the EMD. <u>Non-Payment of EMD</u>

		will render the bids concerned non-responsive and such bids will be rejected.
xv)	<b>Performance Bank Guarantee #</b>	₹ 72,50,000 (Rs Seventy-two lakhs and fifty thousand only)  (5% of the estimated tender value) EMD of the selected bidder will refunded on receipt of PBG from the selected bidder within 15 days of the award of contract.

**# - Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG) are applicable only in case of other service providers and Insurers are exempt from the same**



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**REQUEST FOR PROPOSAL**  
**for**  
**OPD (Annual Health Checkup) Programme for employees of**  
**Reserve Bank of India and their eligible spouses**  
**April 1, 2025, to March 31, 2026**

**e-Tender**



**RESERVE BANK OF INDIA**  
**Human Resource Management Department**  
**Central Office**  
**20<sup>th</sup> Floor, Central Office Building**  
**Shahid Bhagat Singh Road, Fort**  
**MUMBAI – 400 001, INDIA**

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***Disclaimer***

*This Request for Proposal (RFP) is not an offer by the Bank, but an invitation to receive response from eligible interested bidders for OPD- AHC programme for employees and their eligible spouses of the Bank. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by the Bank with the bidders. This document should be read in its entirety.*



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**Part 1: Introduction and instructions for e-tender**

This is e-procurement event of Human Resource Management Department (HRMD), Central Office, Reserve Bank of India. The e-procurement service provider is MSTC Limited. You are requested to read and understand the Notice Inviting Tender (NIT) and subsequent Corrigendum, if any, before submitting the online bid. Bidders who do not comply with the conditions pertaining to documentary proof (wherever required) and with the conditions enumerated in Part 3: Proposal Instructions under the Pre-qualification eligibility Criteria and also under Evaluation Criteria for Technical Bid as per Table 1 on page no. 21 (accompanied by documentary evidence wherever required) will not qualify in the Tender for presentation and opening of Commercial Bid.

**Introduction**

The Reserve Bank of India (the “Bank”) is the Central Bank of the country with Central Office at Mumbai. It has Offices across the country in 34 locations. The Bank has approx. 13,428 employees. About 8,553 spouses would also be included under OPD-AHC programme.

The Bank has authorised M/s Aon Risk Insurance Brokers India Private Limited (the broker) to solicit proposals through a two-stage bidding process (comprising of Technical and Commercial Bids) from **IRDAI Licensed ‘Non-Life’ and Health Insurance companies and Wellness Service Providers operating in India** for managing the OPD [Annual Health Checkup (AHC)] Programme for employees of the Bank and their eligible spouses. Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposal (RFP) terms which is also available at the Bank’s website [www.rbi.org.in](http://www.rbi.org.in) under the “Tenders” Section.

Complete confidentiality should be maintained as regards to any information related to this RFP. The information provided here should be used for its intended scope and purpose only. Retention of this RFP signifies the bidders agreement to treat the information as confidential. The bidder must agree to bear all costs related to the preparation of their proposal.

**Bid submission, queries and all other terms and conditions are detailed in the following sections of this document. All communication with regard to this RFP may be directed to M/s Aon Risk Insurance Brokers India Private Limited**

1. The Bank invites online tender for OPD [Annual Health Checkup (AHC)] programme for its employees and their eligible spouses for the period **April 01, 2025, to March 31, 2026** from IRDAI licensed Non-life and Health Insurance Companies and Wellness Service Providers registered under IRDAI/Companies Act, 1956 operating in India.
2. All entries in the tender should be entered in online Technical & Commercial formats on the website of MSTC (e-procurement service provider) without any ambiguity.
  - a. Technical Bid will be opened online on specified date and time as given in the NIT.
  - b. Commercial Bid of only eligible bidders will be opened thereafter.

(For details refer to **Part 3 of this RFP**)

3. Bidders are instructed to use '**Upload Documents**' link in '**My Menu**' to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for uploading is 5 MB.

Once documents are uploaded in the library, bidders can attach them through **Attach Document** link against the particular tender. Please note that if documents are not attached to any tender, the same cannot be downloaded by Employee Health Section (EHS), Human Resources Management Department (HRMD), Reserve Bank of India (The Bank) and it will be deemed that the vendor has not submitted the documents. For further assistance, follow instructions given in the vendor guide.

4. All notices and correspondence to the bidder(s) shall be sent by email only, till finalization of tender is done by EHS, HRMD, RBI as well as by MSTC (e-procurement service provider). Hence, the bidders are required to ensure that the email address provided by them is valid and updated with MSTC (i.e., service provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).
5. (a) At any time, prior to the deadline for submission of online tender, the Bank may for any reason, modify or withdraw the RFP. Please note that there is no provision to take out list of parties downloading the RFP/ tender document from the website mentioned in NIT. As such bidders are requested to see the website once again before the due date of opening, to ensure that they have not missed any corrigendum uploaded against the said RFP after downloading the RFP document. **The responsibility of downloading the related corrigenda, if any, will be of the bidder only.**

(b) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to bidders who have downloaded the documents from the website. Please see website [www.mstcecommerce.com/eprchome/rbi](http://www.mstcecommerce.com/eprchome/rbi) of MSTC Ltd. for any corrigendum. The Bank reserves the right to accept or reject any or all the proposals in whole or part without

assigning any reasons.

6. E-tender cannot be accessed after the due date and time mentioned in NIT.

**7. Bidding in e-tender**

- a) Bidder(s) need to submit necessary EMD (Earnest Money Deposit), Transaction fees (If any) to be eligible to bid online in the e- tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority on expiry of tender validity.
- b) The process involves Electronic Bidding for submission of Technical Bid as well as Commercial Bid.
- c) Bidders will be required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → MSTC e-Commerce → e-Procurement → PSU/Govt depts→ Select RBI Logo>Register as Bidder -- Filling up details and creating own user id and password→ Submit.
- d) In all cases bidder should use their own ID and password along with Digital signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time till the duration as mentioned above in NIT.
- g) It is mandatory that all the bids are submitted with class III signing and encryption type of Digital Signature Certificate otherwise the same will not be accepted by the system.
- h) All electronic bids submitted, using valid Digital Signature Certificate, during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and the acceptance of the same by EHS, HRMD, RBI (Buyer) will form a binding contract between Buyer and the Bidder for execution of work. Such tenderer shall hereafter be called BIDDER.
- i) Bank reserves the right to cancel/reject/accept/withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.

- j) No deviation in the terms and conditions of the tender document is acceptable. Submission of Bid in the e-tender floor by any bidder confirms their acceptance of terms and conditions for the tender.
- k) Unit of Measure (UOM) is indicated in the e-tender floor. Rate quoted should be in Indian Rupees as per UOM indicated in the e-tender floor/ tender document.
8. The selection of BIDDER resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
  9. No deviation from the technical and commercial terms and conditions will be allowed.
  10. EHS, HRMD, RBI has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
  11. The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) of MSTC Ltd.
  12. The bidders must upload all the documents required as per terms of NIT. Any other document uploaded, which is not required as per terms of NIT, shall not be considered.
  13. The Bid will be evaluated based on the filled-in Technical & Commercial formats.
  14. The documents uploaded by the bidder(s) will be scrutinised. In case any of the information furnished by the bidder is found to be false, incorrect, fabricated or deceitful during scrutiny, punitive action can be taken against defaulting Bidder(s) and they shall be blacklisted, and Bank may take any such action/s as it may deem fit.
  15. During pre-qualification and evaluation of the e-tender, the Bank may, at its discretion, ask BIDDERS for clarification/s on their proposal. The BIDDERS are required to respond within the time frame prescribed by the Bank.
  16. The proposal may be uploaded along with the covering letter about the proposal, accompanied by the information/documents indicated in the **Annex** and the declaration signed by the authorised signatory with Seal of the Company. All pages are required to be signed and stamped.
  17. The tenure of the contract will be for one year i.e., from April 1, 2025 to March 31, 2026 and may be renewed thereafter for maximum period of two years, one year at a time, subject to review and satisfactory performance and **at same rates** as quoted in commercial bid and terms and conditions as for the year 2025-26.

**18. MSTC System Requirement:**

- i) A computer connected to internet through an ISP. The computer should have adequate RAM depending on version of Windows.
- ii) The computer (Desktop / Laptop) should have Windows 7 or above.
- iii) The Vendor should possess **Class III signing and encryption type digital certificate**.
- iv) The financial bid has to be submitted online only at [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/) (**Version 3**).
- v) System Requirement: For details, vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available <https://www.mstcecommerce.com/eprocn/>
- vi) The MSTC website is best viewed in Internet Explorer version 7 or above. In case there is a different version being used, the website should be added to Compatibility View Settings as shown below Tools > Compatibility View Settings>Add website [mstcecommerce.com](http://mstcecommerce.com). The website <https://www.mstcecommerce.com> should be added to the list of "Trusted Sites".
- vii) Ensure all the ActiveX controls of the Internet Explorer should be Enabled  
 Tools > Internet Options>Security > Custom level >Uncheck "Enable protected Mode"> Enable ALL Active-X Controls and Plug-ins>Disable "Use Pop-up blocker" under the heading Miscellaneous.
- viii) The settings under Browsing History (Under Tools > Internet Options > General) for Check for newer versions of web pages should be kept at "Every time I visit the webpage"
- ix) Bidders are required to have their own and valid class III signing and encryption type of Digital Signature Certificates (DSCs). Each bidder shall need his signing type DSC to sign and login. During saving his bid in e-tender before final submission, a bidder shall need to have his Encryption type DSC.
- x) Latest Drivers for your Digital Signature Certificate should be installed properly in the computer.
- xi) The computer should have latest Java Runtime Environment version (Windows X86 Offline file) installed in it.
- xii) For Browser related settings, please refer to the 'View Video' available in 'Vendor Login'
- xiii) The PC should run as an Administrator to install packages on being prompted on screen like TCS signer file for signing with DSC, Java encryption applet for data encryption, etc.  
 The protected mode of the computer should be turned off.
- xiv) Under Tools>Internet Options> Security> Miscellaneous select enable for "Access data Sources across domains.
- xv) The Bid will have to be submitted online at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi). Tenders will be opened electronically on specified date and time as given in the Tender.

xiii) All entries in the tender should be entered in online Technical & Commercial formats without any ambiguity.

19. Contact details (MSTC Ltd) for bidding process/system related queries:

- i) WRO Helpdesk: Phone Number : 7651915418/02269856817/02269856800  
Email: [helpdeskwro@mstcindia.co.in](mailto:helpdeskwro@mstcindia.co.in)  
Availability: 9:30 AM to 5:00 PM on all working days for all Technical issues e-Tenders, System settings etc.
- ii) HO Central Help Desk: Phone Number :07969066600 [helpdeskho@mstcindia.in](mailto:helpdeskho@mstcindia.in) (Please mention "HO Helpdesk" as subject while sending emails)
- iii) Mr. Tanmoy Sarkar, Deputy Manager: 8349894664 – [wroopn11@mstcindia.in](mailto:wroopn11@mstcindia.in) (9:30 AM to 5:00 PM on all working days for all technical issues, e-Tenders, system settings etc.)

20. **Special Note towards Transaction fee:**

The vendors will pay the transaction fee using "Transaction Fee Payment" Link against the specific tender in the "Bid Floor"/through the "Pay Transaction fee" in "Event catalog" through their login. Service Provider / Bidder / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Bidder / Vendor shall generate a challan by filling up a form. Service Provider / Bidder / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Bidder / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC's designated Bank account, the transaction fee shall be auto authorised.

**The transaction fee is non-refundable.**

A bidder will not have the access to e-tender without making the payment towards transaction fee.

**NOTE:**

- Bidders are advised to remit the transaction fee well in advance before the closing time of the tender so as to give themselves sufficient time to submit the bid.
- Information about tenders /corrigendum uploaded will be sent by email only till completion of the tendering process. Hence, the bidders are required to ensure that their corporate email id provided is valid and updated at the time of registration of bidder with MSTC. Bidders are also requested to ensure validity of their class III signing and encryption type of Digital Signature Certificate (DSC). Only one valid DSC should be registered by a bidder.
- The e-tender cannot be accessed after the closing date of tender and time mentioned in NIT.

21. **Proposal Requirements:**

The following sections include the information necessary for the Bidder to respond to this RFP. The bidder's proposal must:

- Consider April 1, 2025 as the effective date for start of the contract/policy placement and administration.
- Provide quotes/report in the requested format as stated.
- Answer all questions in following sections clearly and concisely; and
- Submit proposal online along with Earnest Money Deposit (only for wellness providers) at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) on or before 1300 Hrs. January 31, 2025.

Failure to submit the proposal within the stipulated time will result in disqualification of the proposal.



## Part 2: General Information

1. The objective of this tender is to ensure that this OPD – AHC programme is managed at a high service level and in the most cost-effective manner. The bidder must have the flexibility necessary to respond to RBI's current and changing needs.
2. Bank's primary objective in conducting this RFP is to contract with the bidder who:
  - Matches the desired plan design/scope of work and contract provisions.
  - Demonstrates the ability to deliver high quality services at a competitive price; and
  - Provides statistics to prove the turnaround time (TAT) committed (for booking, submission of medical report and grievance handling etc).
3. This RFP provides following information to enable you to prepare and submit proposals for consideration by the Bank:
  - Count of Employees and eligible Spouses
  - Current AHC packages and proposed packages
  - List of DC and hospitals

### 4. **Response Format**

The Bidder should submit your intention to Bid in the RFP to the broker along with Non-Disclosure Agreement (NDA) and Earnest Money Deposit (EMD) as specified in the RFP. All queries regarding the tender should be submitted to M/s **Aon Risk Insurance Brokers India Private Limited latest by 17:00 Hrs. on January 15, 2025 with email subject line as: RBI – INTENT TO BID FOR OPD (Annual Health Checkup) PROGRAMME FOR EMPLOYEES RFP 2025-26.**

The proposal must clearly indicate the name of the responding organisation/company, as well as the name, address and telephone number of the primary contact for this proposal. The proposal must include the contact name for local service and account management team that RBI / Broker can call directly.

5. Post receipt of the intention to bid, NDA and confirmation, broker will share a login id and password through email, using which the bidder can download the details of non-negotiable hospitals/DC's, format of SLA to be signed, if awarded the tender and detailed Non-Disclosure Agreement. The login id and password for downloading the Bank's data, will be shared only after a formal Non-Disclosure Agreement (NDA) as per prescribed format has been executed and submitted by the bidder.
6. **Please submit your proposal online** at [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) **not later than 13:00 Hrs. on January 31, 2025, as mentioned in Part 3 - Proposal Instructions.**

**No extension will be granted for submission.**

Address for communication:

**Chief General Manager  
Human Resource Management Department, 21<sup>st</sup> Floor  
Central Office Building, Reserve Bank of India  
Shahid Bhagat Singh Marg  
Fort, Mumbai-400 001**

In case of any difficulty in bid submission, you may contact any of the below mentioned officers of the RBI:

Mr. Joydeep Mondal  
Assistant Manager  
Phone: 022-22601000 Ext.: 2803  
Email: [joydeepmondal@rbi.org.in](mailto:joydeepmondal@rbi.org.in)

Mr. Anirban Chakraborty  
Manager  
Phone: 022- 22601000 Ext.: 2470  
Email: [anirbanc@rbi.org.in](mailto:anirbanc@rbi.org.in)

Ms. Namrata Shukla  
General Manager  
Phone: 022-22644011 Ext.: 2462  
Email: [namratashukla@rbi.org.in](mailto:namratashukla@rbi.org.in)

**Questions concerning the RFP, or its attachments can be directed to Mr. Rajkiran Nampelly of M/s Aon Risk Insurance Brokers India Private Limited with email subject line: RBI – QUESTION OPD (Annual Health Checkup) PROGRAMME FOR EMPLOYEES RFP 2025-26.**

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Mobile.: +919920766773  
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*M/s Aon Risk Insurance Brokers India Private Limited  
A-Wing, 5th Floor, One Forbes, VB Gandhi Marg,  
Kala Ghoda, Fort, Mumbai, Maharashtra 400001*

No answers will be provided over the phone. Please submit all questions in writing by email to M/s Aon Risk Insurance Brokers India Private Limited latest by January 30,2025. Broker will send a written response by email to substantive questions.

The Bank and the broker assume no responsibility or liability for any cost you may incur in responding to this RFP, including attending meetings, site visits,etc.

**Deviations from RFP Specifications**

It is intended that the bidder should conform to these specifications in full. Do not quote any alternative annual health checkup packages. Please quote for the requested financial arrangements only. Any deviation will make the bidder liable to be disqualified.

Bidders will be bound to comply with the provisions set forth in this RFP.

### Part 3: Proposal Instructions

#### Pre – Qualification Eligibility Criteria

The bids received from the bidders meeting the criteria specified as under will be considered for further evaluation:

- i. The bidder should be reputed and well-established registered company that is incorporated or registered under the Indian Companies Act, 1956.
- ii. The bidder should have been offering wellness services including Annual Health Check-up for consecutive last three financial years.
- iii. The bidder should be presently handling similar programmes for at least one corporate client with coverage of at least 5,000 members with minimum of 75% of tests covered in the health checkup packages during the last five years.
- iv. The bidder should have a direct employee base (excluding contract and sub- contract employees) of more than 100 employees (as on December 31, 2024), with exclusive team under Health and Wellness in India.
- v. The bidder should have pan India presence with offices in at least six centres but mandatorily at the four metro cities in India viz. Mumbai, Kolkata, Chennai and Delhi.
- vi. The bidder should have the capability of servicing all 34 locations of RBI through their empaneled network or partners.
- vii. The bidder should accept the detailed Service level Agreement and detailed Non-Disclosure Agreement shared along with this tender.
- viii. The bidder should NOT have been declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted or by any organization or have any criminal proceedings against the company, its directors or any key managerial personnel.

Note:

- To participate in the bidding process Bidder has to qualify **All of the above clauses**.
- Supporting documents for the eligibility criteria are as below\*\*:
  - i. Registration/incorporation certificate under point (i)
  - ii. Auditors certified copy to confirm for point (ii), (v) and (viii).

- iii. Under point (iii) Package details and name of the corporate on auditors certified copy along with references as mentioned in Annex 1 signed by authorized signatory
- iv. Count of exclusive team under Health and Wellness in India under point (iv) should be mentioned Auditors certified copy.
- v. Details of Network list to be shared on company letterhead.

\*\*The Bank reserves the right to call for further supporting does not only limit to the above, to ascertain the pre-qualification criteria.

### **(A) Proposal Requirements**

Bidders should note that for the purpose of award of contract for OPD [Annual Health Checkup (AHC)] Programme, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts i.e. the Technical Bid and the Commercial Bid. The Bidder will have to submit the 'Technical Bid' and the 'Commercial Bid' online within the stipulated date and time. The 'Technical Bid' will contain the exhaustive and comprehensive Technical details indicated in Annex - 1, along with Integrity Pact and 'Commercial Bid' will contain the pricing information as indicated in Annex - 2. **The Technical Bid shall NOT contain any pricing or rate quoted information. If the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.**

Your response should be organised into following sections:

Section 1 Executive Summary /Introduction

Section 2 Technical Bid (as per Annex - 1 to this RFP)

Section 3 Proposal Compliance Letter (Annex 1A)

A letter signed by an authorised officer of your organization signifying your proposal's complete compliance with the RFP specifications except as specifically noted in the appropriate sections.

Section 4 Commercial Bid (as per Annex - 2 to this RFP)

Final cost per employee to be quoted as per different packages exclusive of Goods and Services Tax

Section 5 Non-Disclosure Agreement (as per Annex – 6 to this RFP)

Section 6 Integrity Pact (as per Annex - 7 to this RFP which is required to be submitted on Stamp Paper)

**Integrity Pact** The bidder shall also submit PRE-CONTRACT INTEGRITY PACT along with the Technical Bid as prescribed by the Government of India (**Annex. 7**) duly signed by the bidder on each page and witnessed by two persons. The agreement shall be stamped in accordance with the laws governing the State where it is executed. Bids submitted without PRE-CONTRACT INTEGRITY PACT shall not be considered.

The Bank has appointed **Shri Nageshwar Rao Koripalli, IRS (Retd)**, 38, The Trails, Manikonda, R.R. District, Hyderabad – 500 089 (email id: [knageshwarrao@gmail.com](mailto:knageshwarrao@gmail.com)) and **Shri Pramod Shripad Phalnikar, IPS (Retd.)**, A-2, 602 Phase -I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra – 411 021 (email id: [pramodphalnikar@gmail.com](mailto:pramodphalnikar@gmail.com)) as Independent External Monitors (IEMs), who shall independently, neutrally and objectively review whether and to what extent the parties comply with the obligations under the pact.

Section 7 Declaration of Commercial Bid (as per Annex – 8 to this RFP which is required to be submitted on Stamp Paper)

Section 8 Enclosures to be included with Proposal.

### **(B) Important Terms**

- **Quotes:** The rates quoted must be final.
- **Terms:** The proposal must not include 'Cancellation' clause for the tenure of the programme other than the condition mentioned in this RFP.

### **Disqualifications:**

The Bank may at its sole discretion and at any time during the evaluation of proposal, disqualify any bidder, if such a bidder:

- (i) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- (ii) Failed to provide related clarifications, when sought;

- (iii) Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.

### (C) Process to be Adopted for Evaluation of the Bids

1. The Proposal Compliance declaration duly signed by the authorised signatory of the bidder will be reviewed initially. The declaration form which is accepted fully without any conditionality will be considered further for evaluation. Any form of incompleteness in this will disqualify the bidder from the tender process.
2. The technical evaluation would be done in two stages. In the first stage, only the 'Technical Bids' will be opened in the presence of IEMs and an internal committee of RBI. Technical Bids in respect of only those bidders who fulfill the pre-qualification eligibility criteria as indicated in the Part 3 of this RFP will be considered for technical evaluation. The eligible Technical Bids will be evaluated and points will be awarded as per the following table:

#### Evaluation criteria for Technical Bids

Table 1

<b><u>PART A</u></b>				
<b>for THE INSURANCE COMPANY</b>				
<b><u>Sr.</u></b>	<b><u>Criterion</u></b>	<b><u>Points</u></b>	<b><u>Total</u></b>	<b><u>Supporting Documents</u></b>
<b><u>1</u></b>	<b><u>Registration under IRDAI</u></b>			
	<b><u>Number of years since license given by IRDAI as on 31.03.2024</u></b>		<b><u>5</u></b>	<b><u>Copy of the IRDAI license along with last renewal receipt to be submitted</u></b>
	i. Minimum 10 years and up to 12 years	<b><u>1</u></b>		
	ii. More than 12 years and up to 14 Years	<b><u>2</u></b>		
	iii. More than 14 years and up to 16 Years	<b><u>4</u></b>		
	iv. Above 16 Years	<b><u>5</u></b>		
<b><u>2</u></b>	<b><u>Financial Criteria:</u></b>			
<b><u>i</u></b>	<b><u>Gross Total Premium underwritten within India (INR in Crores) as on 31.03.2024</u></b>		<b><u>5</u></b>	<b><u>Submit the copy of audited balance sheet for the Financial Year</u></b>
	i. Up to ₹1000 Crores	<b><u>1</u></b>		
	ii. > ₹1000 Crores - ₹2000 Crores	<b><u>2</u></b>		

	iii. > ₹2000 Crores – ₹5000 Crores	<u>4</u>		<u>2023-24</u>
	iv.> ₹5000 Crores	<u>5</u>		
<u>ii.</u>	<u>Health Premium underwritten within India (INR In Crores) as on 31.03.2024</u>		<u>5</u>	<u>Submit the copy of audited balance sheet for the Financial Year 2023-24</u>
	i.Up to ₹250 Crores	<u>1</u>		
	ii. > ₹ 250 Crores - ₹500 Crores	<u>2</u>		
	iii. > ₹ 500 Crores – ₹1000 Crores	<u>4</u>		
	iv.> ₹ 1000 Crores	<u>5</u>		
<u>3</u>	<u>Employee count:</u>			
	<u>Number of employees as on 31.3.2024</u>		<u>5</u>	<u>Auditor's Certified Copy</u>
	i. 500 employees	<u>1</u>		
	ii. More than 500 employees and up to 1000	<u>2</u>		
	iii. More than 1000 and up to 1500	<u>4</u>		
	iv. More than 1500	<u>5</u>		
<u>4</u>	<u>Overall presence in RBI office locations</u>		<u>5</u>	<u>Auditor's Certified Copy</u>
	i. Up to 10 locations	<u>1</u>		
	ii. More than 10 and up to 20	<u>2</u>		
	iii. More than 21 and up to 30	<u>4</u>		
	iv. All 34 locations	<u>5</u>		
<u>5</u>	<u>Number of corporate clients the bidder has serviced for similar OPD health check-up programmes with coverage of at least 5,000 lives for last 3 financial years</u>		<u>5</u>	<u>Auditor's Certified Copy</u>
	i. 1 client	<u>1</u>		
	ii. More than 1 client up to 3 clients	<u>2</u>		
	iii. More than 3 clients up to 5 clients	<u>4</u>		
	iv. More than 5 clients	<u>5</u>		
<u>6</u>	<u>Bidder overall years of experience of servicing Annual Health Checkup scheme for various corporates</u>		<u>5</u>	<u>Auditor's Certified Copy</u>



	i. Minimum 3 years up to 4 years	<u>1</u>		
	ii. More than 4 years upto 5 years	<u>2</u>		
	iii. More than 5 years up to 7 years	<u>4</u>		
	iv. More than 7 years	<u>5</u>		

<b>PART A</b>				
<b>DETAILS ABOUT THE WELLNESS SERVICE PROVIDER</b>				
<b>Sr.</b>	<b>Criterion</b>	<b>Points</b>	<b>Total</b>	<b>Supporting Documents</b>
<b>1</b>	<b>Registration under Companies Act:</b>			
	<b>No. of years registered under Companies Act 1956 as on 31.03.2024</b>		<b>5</b>	Copy of the registration certificate
	i. Minimum 3 years and up to 5 years	<u>1</u>		
	ii. More than 5 years and up to 8 Years	<u>2</u>		
	iii. More than 8 years and up to 10 Years	<u>4</u>		
	iv. Above 10 Years	<u>5</u>		
<b>2</b>	<b>Financial Criteria:</b>			
	<b>Total Paid up capital within India (INR in lakhs) as on 31.03.2024</b>		<b>5</b>	Submit the copy of audited balance sheet for the Financial Year 2023-24
	i. ₹50 lakhs to ₹75 lakhs	<u>1</u>		
	ii. > ₹75 lakhs up to ₹100 lakhs	<u>2</u>		
	iii. > ₹100 lakhs up to ₹125 lakhs	<u>4</u>		
	iv. > ₹125 lakhs	<u>5</u>		
<b>3</b>	<b>Total Annual Revenue (INR In crore) for last 3 years</b>		<b>5</b>	Submit a copy of the Financial statements for the last 3 financial years
	i. > ₹1 crore up to ₹1.25 crore	<u>1</u>		
	ii. > ₹1.25 crore up to ₹1.50 crore	<u>2</u>		
	iii. > ₹1.50 crore up to ₹1.75 crore	<u>4</u>		
	iv. > ₹1.75 crore	<u>5</u>		
<b>4</b>	<b>Employee count:</b>			
	<b>Number of employees as on 31.12.2024</b>		<b>5</b>	Auditor's Certified Copy
	i. 100 employees	<u>1</u>		
	ii. More than 100 employees and up to 150	<u>2</u>		
	iii. More than 150 and up to 200	<u>4</u>		
	iv. More than 200	<u>5</u>		

5	<b>Overall presence in RBI office locations</b>		5	Auditor's Certified Copy
	i. Up to 10 locations	<u>1</u>		
	ii. More than 10 and up to 20	<u>2</u>		
	iii. More than 21 and up to 30	<u>4</u>		
	iv. All 34 locations	<u>5</u>		
6	<b>Number of corporate clients the bidder has serviced for similar OPD health check-up programmes with coverage of at least 5,000 lives for last 3 financial years</b>		5	Auditor's Certified Copy
	i. 1 client	<u>1</u>		
	ii. More than 1 client upto 3 clients	<u>2</u>		
	iii. More than 3 clients upto 5 clients	<u>4</u>		
	iv. More than 5 clients	<u>5</u>		
7	<b>Bidder overall years of experience of servicing Annual Health Checkup scheme for various corporates</b>		5	Auditor's Certified Copy
	i. Min. 3 years upto 4 years	1		
	ii. More than 4 years upto 5 years	2		
	iii. More than 5 years upto 7 years	4		
	iv. More than 7 years	5		

**Part B**

<b>B: SERVICE CAPABILITY OF THE NETWORK PROVIDED FOR PROGRAMME BY BIDDER*</b> <b>(Insurance Company and Wellness service Provider)</b>				
<b>Sr.</b>	<b>Criterion</b>	<b>Points</b>	<b>Total</b>	<b>Supporting Documents</b>
1.	Can the bidder Provide or Facilitate Technology platform for administrating this program		5	Submit Technology platform details
	No	0		
	Yes	5		
2.	Can the bidder provide offline booking facility for appointments through a dedicated contact number or email id which will be operational from policy inception/Start of contract and throughout the policy/contract period		5	Submit offline booking process flow
	No	0		
	Yes	5		
3	Does Bidder have the capability to monitor/identify/follow-up on partial completion of health checkup by members.		5	Submit process flow emplacing follow-up details
	No	0		
	Yes	5		
4.	In event the members prefer Home visit for blood tests will the Bidder provide Home visit facility		5	Submit Home visit process flow
	No	0		
	Yes	5		
5.	Time taken for appointment confirmation post member put a request online or offline		5	Submit end to end Appointment Booking process flow
	Less than 72 hours	1		
	Less than 48 hours	3		
	Less than 24 hours	5		

**B: SERVICE CAPABILITY OF THE NETWORK PROVIDED FOR PROGRAMME BY BIDDER\***  
**(Insurance Company and Wellness service Provider)**

Sr.	Criterion	Points	Total	Supporting Documents
6	Does the Bidder have a dedicated number to resolve/ cater to all related queries/grievances raised by members from policy inception/start of contract.		5	Submit Network list on company letterhead with signature of authorized signatory
	No	0		
	Yes	5		
7	The bidder should have at least 1 centre(DC/hospital) operational with all required services before policy inception/start of contract and throughout the year		10	Submit Network list on company letterhead with signature of authorized signatory
	No	0		
	Yes	10		
8	Does the bidder have overall 70% empaneled centres (hospitals/DC) in metro cities and 65% in non-metro cities **		10	Submit Network list with address as per RBI location
	No	0		
	Yes	10		

**B: SERVICE CAPABILITY OF THE NETWORK PROVIDED FOR PROGRAMME BY BIDDER\***  
**(Insurance Company and Wellness service Provider)**

Sr.	Criterion	Points	Total	Supporting Documents																																																																	
	List the number of empaneled centres (hospitals/DC) capable of providing all the necessary services within their premise as per key RBI locations listed below		15	Submit Network list with address as per RBI location																																																																	
	<table border="1"> <thead> <tr> <th>Office Location</th> <th>Number of hospitals</th> <th>Number of DC</th> <th>Total (DC+Hospital)\$</th> <th>Scores</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> </tr> </thead> <tbody> <tr> <td>Mumbai- 7886</td> <td></td> <td></td> <td align="center">40</td> <td align="center">5</td> </tr> <tr> <td>Kolkata- 1046</td> <td></td> <td></td> <td></td> <td align="center" rowspan="3">4</td> </tr> <tr> <td>New Delhi- 432</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Chennai- 1210</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Bengaluru- 976</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Nagpur- 751</td> <td></td> <td></td> <td></td> <td align="center" rowspan="3">4</td> </tr> <tr> <td>Chandigarh- 783</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Patna- 591</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Thiruvanthapuram- 612</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lucknow- 531</td> <td></td> <td></td> <td></td> <td align="center" rowspan="2">2</td> </tr> <tr> <td>Bhubaneshwar- 504</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Grand Total</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Office Location	Number of hospitals	Number of DC	Total (DC+Hospital)\$	Scores	A	B	C	D	E	Mumbai- 7886			40	5	Kolkata- 1046				4	New Delhi- 432				Chennai- 1210				Bengaluru- 976					Nagpur- 751				4	Chandigarh- 783				Patna- 591				Thiruvanthapuram- 612					Lucknow- 531				2	Bhubaneshwar- 504				Grand Total							
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**\$ Bidders having more than 40 DC and Hospitals out of the preferred list at Mumbai location will get 5 marks as mentioned in Column E above, otherwise proportional marks would be awarded.**

**For rest of the locations, the bidder with highest number of total DC and hospitals will get full marks and proportional marks would be awarded to rest of the bidders.**

**\*Bidders to note that in case of breach of any of the service capability as committed as part of the proposal above at part B, the Bank reserves the right to levy a penalty as detailed in Service Level Agreement (SLA) .**

4. Technical Bids will be ranked on the basis of the cumulative technical scores in **Part A and B above** (i.e. out of 100).
5. In the second stage of technical evaluation, top five bidders scoring minimum 60% in cumulative technical score, will be invited for further evaluation. Successful bidders up to fifth rank will be invited to make a presentation to an internal committee constituted for the purpose. In case of a tie, all eligible bidders up to fifth place will be called for a presentation. The internal committee of the Bank will evaluate the presentations.
6. **The Presentation** should cover the specified topics along with the information in item III (Details of Capabilities) in Annex I within the time limit of 30-minute time limit for a maximum of 100 marks.

Sr. No.	Particulars	Marks
a)	Coverage of empaneled DCs/Hospital (specific only to 34 locations of RBI)	20
b)	Complete appointment booking process flow (both online and offline mode)	10
c)	TAT (for booking, submission of medical report and grievance handling etc.)	20
d)	Queries and Grievance redressal handling procedure (dedicated email IDs/telephone numbers / escalation matrix)	10
e)	Report generation and dissemination method	5
f)	Utilisation reporting process	10
g)	Feedback Mechanism	5
h)	Data security/confidentiality	10
i)	Any Value-added health and wellness benefits	10
	Total	100

7. A Final Technical Bid score shall be calculated as weighted summation of technical parameters score and presentation score. The weightage of the technical parameters score shall be 80% and weightage of the presentation score will be 20% in the Final Technical Bid score.

**(D) Bid Submission**

1. Response Format:

- >Section 1 – **Technical Bid** to be submitted online at  
www.mstcecommerce.com/eprochome/rbi in the attached Format  
(Refer: [Annex - 1](#))
- >Section2 – **Commercial Bid** to be submitted online at  
www.mstcecommerce.com/eprochome/rbi in the attached Format  
(Refer: [Annex - 2](#))

2. The bid should be **signed by the bidder, or any person duly authorised** to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the bidder. **All pages of the tender documents**, except brochures, if any, are to be signed by the authorised signatory.

3. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.

4. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

5. No columns of the tender should be left blank. Bids with insufficient information and Bids which do not strictly comply with the stipulations given above, are liable for rejection.

6. The bids will be opened in the online/offline presence of authorised representatives of the bidders. However, the representative of the bidder has to produce an authorization letter from the bidder to represent them at the time of opening of Technical /Commercial Bids. Only two representatives will be allowed to represent any bidder. In case the bidder's representative is not present at the time of opening of bids, the quotations / bids will still be opened at the scheduled time at the sole discretion of the Bank.



**(F) Selection Criteria**

- A Final Technical Bid score shall be calculated as weighted summation of technical parameters score and presentation score. The weightage of the technical parameters score shall be 80% and weightage of the presentation score will be 20% in the Final Technical Bid score
- The commercial bids of only top four bidders on the basis of Final Technical Bid score will be opened online in front of the IEMs, the internal evaluation committee formed for the purpose and the eligible bidders. The bidder with the lowest commercial bid will be considered as L1 and will be offered the contract.
- In case of non-acceptance of the offer of tender to the L1 bidder, or non-submission of PBG (in case a wellness service provider is selected as L1 bidder) within stipulated time, the tender will be offered to the L2 bidder.

#### Part 4: Scope of Work

1. Planning and designing OPD (Annual Health Checkup) Programme for RBI employees & their spouses at various centres of the Bank. (Annex 3 contains region- wise approximate number of employees and their spouses to be covered, Annex 4 contains the list of tests to be covered).
2. Making arrangements with various diagnostic centres (DC)/hospitals where the Bank has its Regional Offices. A list of diagnostic centres/hospitals (Annex 5) as per choices of Regional Offices of the Bank will be made available along with the Letter of Intent which are non-negotiable. Successful bidder may provide diagnostic centres/ hospitals of own choice over and above the choices of the Bank. From the non-negotiable list provided, bidder should confirm the following: -
  - a) The diagnostic centre/hospital provides services on cashless basis.
  - b) The diagnostic centre/hospital should have the facility to conduct all the tests specified in the **Annex 4** within its own premises.
  - c) The diagnostic centre/hospital which does not provide (a) and (b) should be disqualified and shared with the Bank within 30 days of policy inception/start of contract.
  - d) Post screening the feasibility for (a) and (b), Bidder should ensure that 70% diagnostic centres/ hospitals in metro cities and 65% diagnostic centres/ hospitals in all other locations of RBI, from the eligible list, are empaneled with them for smooth servicing of the policy/contract.
  - e) During the policy period, depending on timely recommendation from Regional Offices, the Bank will share preferred list of diagnostic centres/ hospitals with the successful bidder, which should be empaneled by the bidder.

Note: In the event of false or incorrect medical reports (proven appropriately) or incomplete AHC, the bidder will have to reschedule the appointment and conduct the applicable test at “No-extra cost” to the Bank.

3. Regarding the Bidders empaneled network of Centres and Hospitals
  - a) Bidder should have empaneled centres in all the 34 locations of RBI offices and which should be capable of conducting all the tests specified in the **Annex 4** within its own premises.
  - b) In Tier 1 cities bidder should empanel more than one chain of DC/Hospital to cater to the location requirements.
  - c) As Mumbai has the maximum employee concentration, the bidder should have centres covering major parts of the city including suburbs (Western, Central, Navi Mumbai and

Thane). Similarly, Diagnostic centres/Hospitals covering Delhi – NCR Region (Noida, Gurugram etc.) should be ensured asides to other locations.

4. Communication, including a call from the dedicated number of the bidder, to all employees should be made sufficiently in advance, preferably within 48 hrs. (or as committed by the successful bidder) and must include details such as the complete health check-up plan, process etc.
5. Designing support services viz. centralised dedicated helpdesk for scheduling appointment, grievance redressal process, communication with Bank's nodal officers, tracking by web-based MIS etc.
6. Initiatives to be taken such as health talks, promotional SMS messages to increase employee engagement in this program.
7. Serving as single point of contact (SPOC) and facilitating annual health checkup of all eligible employees and their spouses including fixing up appointments (both online and offline) as per request made by them, ensuring efficient service by the designated diagnostic centres/hospital, delivering soft and hard copy of reports etc., **to employees and their spouses ONLY**.
8. Sharing consolidated data of status of health check-up done (utilization MIS) every month showing status for the previous month's utilisation and any other data as advised by the Bank.
9. Facilitating comprehensive reporting on a monthly and on ad-hoc basis as decided by the Bank.
10. Providing vital insights for improved decision making for wellness programs and health results and supporting Bank's wellness initiatives.
11. Collating written feedback for the health checkup completed and submitting the report to EHS, HRMD on monthly basis.
12. The data collected or test results should not be shared with anyone other than the concerned employee or the spouse. The selected bidder should not receive or store any test results conducted at the DC or hospitals.
13. The Bank shall share a list of Non-Negotiable centres for each location. The selected bidder has to make sure that centre is empaneled throughout the term of the policy/contract.
14. Any value-added service offered by the successful bidder and agreed to by the Bank.

**Part 5: RFP Terms and Conditions:**

Following additional terms and conditions shall apply to the evaluation process:

1. **Bidder warranties** - By submitting a Response, the Bidder represents and warrants to RBI that, as at the date of submission:
  - i. The Bidder has fully disclosed to the Bank in its responses all information which could reasonably be regarded as affecting in any way the Bank's evaluation of the Response.
  - ii. All information contained in the Bidder's Response is true, accurate and complete and not misleading in any way.
  - iii. No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon RBI's reputation if the Response is successful.
  - iv. The Bidder will immediately notify the Bank of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or the Bank's reputation or render the Bidder unable to perform its obligations under the agreement, if any or have a material adverse effect on the evaluation of the responses by the Bank.
  - v. The Bidder has not and will not seek to influence any decisions of the Bank during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.
  - vi. The Bidder will execute a Service Level Agreement (SLA) enlisting the service parameters required by RBI. SLA to be executed on a ₹500 stamp paper.
  
2. **Earnest Money Deposit:**
  - i. Earnest money EMD @2% of the estimated value as specified in the tender will be collected from bidders (**only from wellness service providers**).
  - ii. The EMD of successful bidder shall be released on acceptance of the tender and on production of a new Bank Guarantee called "Performance Bank Guarantee (PBG)" from any scheduled Bank in the form prescribed by the Bank towards security deposit for due fulfilment of the Contract.
  - iii. On receipt of intimation from the Bank of the acceptance of his/their tender, the successful bidder shall be bound to implement the Contract within **fourteen days thereof**. The successful bidder shall sign an agreement in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by the Reserve

Bank of India of a tender will constitute a binding contract between the Reserve Bank of India and the person so tendering, whether such formal agreement is or is not subsequently executed.

- iv. All compensation or other sums of money payable by the Bidder to the Bank under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Bidder deposits such amounts in the account of the Bank within ten days of issue of demand notice by the Bank.

**3. Performance Bank Guarantee (PBG) as Security Deposit:**

- i. On award of the work, the successful wellness service provider shall furnish an amount equal to 5% (Five percent) of the contract value in the form of a PBG from any scheduled Bank in the form prescribed by the Bank towards security deposit for the due fulfilment of the Contract.
- ii. Post submission of PBG, the Earnest Money Deposit (EMD) furnished at the time of submission of tender will be returned. Performance Bank Guarantee (PBG) should be submitted to the Bank within **15 days** of the issue of work order / letter of acceptance of tender. This Performance Guarantee towards security deposit shall be valid for the entire contract period.
- iii. If the bidder fails to furnish the Performance Bank Guarantee within stipulated time period, their tender is liable to be cancelled and the EMD deposited shall be enforced without prejudice for further loss or damage.
- iv. Further, non-submission of PBG within time will be treated as non-acceptance of the offer by the Bank and the Bank will offer the tender to the next successful bidder.
- v. The EMD shall be suitably extended, if necessary, the successful bidder till the date fixed by the Bank for furnishing the PBG towards security deposit for the due fulfilment of the contract.
- vi. The Bank reserves the right to enforce the Bank Guarantee in case of unsatisfactory performance of the terms and conditions set out in the tender at any time during the Contract.

- 4. Confidentiality** - Bidder must keep confidential any information received from or about RBI as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response. Unless expressly agreed in writing, prior to submissions, Responses are not confidential and may be used by the Bank in whole or part. The Bank, however, will not disclose the information

provided by a Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law. Additionally, and at any point of the evaluation and selection process, the Bank may require the Bidder to execute a Non-Disclosure Agreement (NDA) if the Bidder has not executed an NDA with the Bank previously. NDA to be executed on a ₹500 stamp paper.

5. **Disclaimer** - Whilst all reasonable care has been taken in compiling this RFP, the figures, documents, and details are presented in good faith; and no warranty or guarantee (express or implied) is given by the Bank as to the completeness or accuracy of the response or any information provided in or in connection with it. To the maximum extent permitted by law:
  - i. The Bank, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process; and
  - ii. Each Bidder releases and indemnifies the Bank from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising from, whether directly or indirectly, or in connection with the evaluation and selection process.
6. This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific requirement of the Bank and an invitation to recipients to submit a responsive proposal addressing such requirements. The Bank reserves the right to make no selection and enter into no agreement as a result of this RFP. Only the execution of a written agreement between the Bank and the bidder will obligate the Bank in accordance with the terms and conditions contained in such agreement.
7. It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, the Bank may, at its option, incorporate all or any part of your response to this RFP in the contract. The Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.
8. **RBI's right to verify** - The Bank reserves the right to conduct a site survey or obtain other evidence of facilities, resources, and managerial, financial and Bidder performance abilities prior to announcing the successful Bidder or awarding an agreement under this evaluation process.

9. **Financial documents** - The Bank may request additional financial/ business information from the Bidder at its discretion.
10. **Selection criteria** - The selection criteria, inquiries, questions or information put forth in the response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid (including presentation). Commercial bids of those qualified bidders as detailed in **Part 3 of this RFP** will be opened and the bidder with lowest commercial bid will be awarded the tender.
11. **Termination/or suspension of evaluation process** - The Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs, but the Bank is not obliged to provide any reasons.
12. **Other Rights** - Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, the Bank may at any stage of the evaluation process:
- i. Waive or change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change / waiver would be duly and publicly notified by issuing corrigendum against the tender on MSTC and Bank's website before closure of the bid date.
  - ii. Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
  - iii. Change the structure and timing of the evaluation process;
  - iv. Extend the time for submission of all proposals and such an extension would be duly notified on MSTC and Bank's website.
  - v. Require additional information from a Bidder;
  - vi. Terminate further participation in the evaluation process by a Bidder;
  - vii. Negotiate with more than one Bidder;
  - viii. Terminate negotiations being conducted with a Bidder;
  - ix. Vary or extend the timetable and evaluation process, accept any non-complying Response; or
  - x. Vary the terms and conditions of the evaluation process or specifications or requirements at any time.
  - xi. Waive any requirement of the RFP per its sole discretion where the best interest of the Bank would be served by such a waiver.
  - xii. Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
  - xiii. Select the next most responsive bidder if the first most responsive bidder evaluated for selection

fails to result in an agreement within 14 days of award of offer.

- xiv. Select the bidder even if a single bid is received as a response.
- xv. Share the information / clarifications provided in response to RFP by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query.
13. The Bank at its discretion may renew the contract for a further period of maximum two years, one year at a time, subject to review and satisfactory performance on the same terms and conditions and at the **same rates** as quoted in commercial bid for the year 2025-2026. The decision of the Bank will be final in this regard.
14. **Responsibility for Costs** - Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing RBI with the response, the revised response or any additional information).
15. **Non-Reliance by Bidder** - Bidder, by submitting a Response, acknowledges that:
- i. It does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by the Bank in writing.
  - ii. It has made its own inquiries as to the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and
  - iii. Information provided in its Responses are based on historical trends and does not constitute a representation that such trends will continue into the future or occur again, and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.
16. **RBI's right to vary** - The Bank reserves the right to vary any aspect of this valuation process, RFP without liability to Bidder. Where the Bank varies any aspect of this evaluation process or the agreement, the Bank shall notify the Bidder of that variation.
17. **Incorporation of Responses into agreement** - The Successful Bidder, as concluded by the Bank, shall sign an agreement with the Bank. The Bank may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder into the final agreement. The Bank may require a successful Bidder to submit, before negotiation agreement, details of issues which may affect their ability to act as a Bidder.
18. **Precedence of Documents** - If there is any inconsistency between the terms of this RFP and any of its appendices, schedules, or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.



19. **Governing Laws & Dispute Resolution** - The RFP and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the RFP process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of three arbitrators - one each to be appointed by RBI and Bidder and the two appointed arbitrators then appointing an umpire. The venue of arbitration shall be Mumbai and the language of the arbitration proceeding and that of all documents and communications between the parties will be in English. The decision of majority of arbitrators will be final and binding upon both the parties. All arbitration awards will be in writing and will state the reasons for the award. The expenses of the arbitrators as determined by the arbitrators will be shared equally by the Bank and the Bidder/s. However, the expenses incurred by each party in connection with the preparation will be borne by the party itself. The evaluation process as communicated earlier shall continue without any changes.
20. In the event that the bidder elects not to respond to this RFP, then the restrictions shall continue to apply to the use or disclosure of any information contained in this RFP.
21. **Legal Jurisdiction-** All legal disputes between the parties will be subject to the jurisdiction of the Courts situated at Mumbai only.
22. The evaluation process as communicated earlier shall continue without any changes.
23. In the event that you elect not to respond to this RFP, then the restrictions shall continue to apply to the use or disclosure of the information. Additionally, bidders must immediately return this document and certify in writing to M/s Aon Risk Insurance Brokers India Private Limited, that all copies have been returned to M/s Aon Risk Insurance Brokers India Private Limited or destroyed.
24. **Indemnity**  
The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under this document or for which the bidder has assumed responsibilities under the contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the contract and to protect the Bank during

the tenure of the contract. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon. In the event of any third-party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the service supplied by the bidder covered under the contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any lawsuits of any kind initiated against the Bank.

**25. Termination**

A suitable clause for termination by giving proper notice will be incorporated in the contract with the successful bidder. The contract with the selected bidder may be terminated at the Bank's discretion on account of the following or without assigning any reason:

- (i) On the bidder's refusal to take up the assigned work
- (ii) If the bidder stands dissolved / reconstituted/ insolvent or bankrupt
- (iii) On the bidder's failure to abide by the terms and conditions stipulated in the RFP and the contract
- (iv) If the performance of the bidder is found unsatisfactory (viewed as such by the Bank's appropriate authority)
- (v) Any other reason at the discretion of the Bank.

26. The Bank reserves the right to terminate the contract/cancel the contract with two months' notice after giving a reasonable opportunity to the bidder for improving the discharge of services. This reasonable period, however, shall not exceed 60 days after an issuance of communication to this effect to the bidder by the Bank.

**27. Clause of Prevention of Sexual Harassment at Workplace-**

- i. The Service Provider shall comply with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- ii. In case of any complaint of sexual harassment against an employee or any representative of the Service Provider, the complaint will be filed before the internal complaints committee constituted by the service provider and the service provider shall ensure appropriate action under the said Act in respect to the complaint.

- iii. In case of any complaint of sexual harassment against an employee of the Service Provider within the premises of the Bank, a complaint will be filed before the Central Complaints Committee/ Complaints Committees constituted by the Bank under the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”.
- iv. Any complaint of sexual harassment from any aggrieved employee of the Service Provider against any employee of RBI shall be taken cognizance of by the Central Complaints Committee/ Complaints Committees constituted by the Bank under the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”.
- v. The Service Provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the service provider, for instance any monetary relief to RBI employee, if allegations under the complaints are proved.
- vi. The Service Provider shall be responsible for the educating its employees and representatives about prevention of sexual harassment at workplace and related issues.
- vii. The Service Provider shall provide a complete and updated list of its employees and representatives who are deployed within RBI premises.

**Section 2 - Technical Bid for engagement of IRDAI licensed Non-Life and Health Insurance Companies and wellness service providers operating in India to manage the OPD (Annual Health Checkup) Programme**

The Technical Bid comprises of the following:

- (I) Financial and other parameters of the company
- (II) Statement of requirements
- (III) Details of capabilities

**(I) Financial and other parameters of the company – As specified under the table Evaluation Criteria for Technical bid given in section II (Assessment criteria) of this RFP.**

**(II) STATEMENT OF REQUIREMENTS**

**Organizational Overview**

A list of directors and key management executives together with their management responsibilities and background. Please include details of Relationship Manager/Key Account Manager

Name	Designation	Experience in this Field (years)

**References: Provide at least TWO references from your existing clientele.**

Organization Name	Contact Person	Designation	Contact Number

**(III) DETAILS OF CAPABILITIES****1. Diagnostic Centre Quality & Reach**

Please provide the list of existing diagnostic centres your company has a tie-up with. Also, please share the empanelment process of diagnostic centres.

**2. Process Flow Chart**

Please provide a high-level process flow chart of the activity that will be carried out as per Bank's requirements and expectations.

**3. Capabilities to provide value added services (and their details).****4. Data security/confidentiality**

Please provide a detailed write up on the measures that would be taken for the data security/confidentiality.

**5. Resource Qualification Details**

Please provide your estimated deployment plans and also mention the minimum qualification that your deployed resources would be having. Please detail the account management team and specify whether the resources are dedicated to our account or not. Also provide a list of activities and project plan for operationalizing.

**6. Volume handling capacity**

Please provide your current volume handling capacity and also mention your scalability that you would offer during spikes in volumes.

**7. Reports and MIS**

Please provide frequency and format of utilization reports. Also, a sample dashboard for organizational health reports and insights for wellness initiatives.

**8. Compliance related documents**

Please provide copy of the Proprietary/Constitutional documents along with PAN/Service Tax/GST No./VAT No. as applicable.

**9. Organizational Chart/Escalation Matrix**

Please provide your Organizational Chart and details of the Account Management team, including escalation matrix.

**Annex 1A**

**Section 3 - Proposal Compliance Letter (To be submitted on the company's letter head and signed by the authorised signatory with seal)**

**Proposal Compliance Letter**

We have read and understood the terms and conditions of the RFP and express our agreement to them and confirm that decisions of RESERVE BANK OF INDIA with regard to RFP will be binding on us.

The information contained in the bid sheet is correct to the best of our knowledge and belief.

We further confirm that our company is in a position to comply with all the requirements in the RFP. Attached is a signed copy of the tender document.

Date:

Authorised Signatory

Place:

Seal of the Company

## Annex - 2

**Part 2 - Commercial Bid for engagement of IRDAI licensed Non-Life and Health Insurance Companies and wellness service providers operating in India to manage the OPD (Annual Health Checkup) Programme**

Package	Age Group	DC (A)			Hospital (B)	
<b>Below 40</b>						
		<b>Nos.</b>	<b>Rate</b>	<b>Amount</b>	<b>Rate</b>	<b>Amount</b>
Base	Male	(7181)	a		k	
Base	Female	(6316)	b		l	
Base + Apo-lipoprotein (A1 & B)#	Male	(7181)	c		m	
Base + Apo-lipoprotein (A1 & B)#	Female	(6316)	d		n	
<b>40 &amp; above</b>						
Base + DBD	Male	(4566)	e		o	
Base + DBD	Female	(3918)	f		p	
Base + Sono-Mammography	Female	(3918)	g		q	
Base + DBD + Sono-Mammography	Female	(3918)	h		r	
Base + Apo-lipoprotein (A1 & B)#	Male	(4566)	i		s	
Base + Apo-lipoprotein (A1 & B)#	Female	(3918)	j		t	
<b>Total</b>						
<b>Grand Total (A+B)</b>						

Total in words: Rupees \_\_\_\_\_

Formula for deriving total cost:  $[(7181*(a+k))+(6316*(b+l))+(7181*(c+m))+$   
 $(6316*(d+n))+(4566*(e+o))+(3918*(f+p))+(3918*(g+q))+(3918*(h+r))+(4566*(i+s))+(3918*(j+t))]$

Please note the above calculation is only to decide the successful bidder and should not be treated as premium for this program. Program will run on rates quoted by the bidder in the above grid.

# Apo-lipoprotein (A1 & B) test will be made available to only select employees where the Bank's doctor (BMO/BMC) has recommended this additional test.

**Note:-**

1. The quantum of lives is 13,428 employees and 8,553 spouses and it may vary marginally during the life of the AHC programme based on reasons such as recruitment, retirement, death, marriages etc. It is clarified that past trends indicate 85% of employees /spouses had undergone the annual health check-up.
2. Male and female employees above 40 years can select any one package as per their preference.
3. Rates in all the rows must be filled by the bidder, amounts calculated w.r.t. number of staff shown for DC and hospitals. Also totals for DC and hospital as also the grand total must be mentioned in the format online. Grand total must also be written in words. The amount in words would be taken as correct and final (if there is a mismatch between amount in figures and amount in words).
4. Commercial Bid should be valid for a period of 12 months effective April 01, 2025.
5. Commercial Bid should be quoted inclusive of all charges including brokerage as per IRDAI and exclusive of GST @ 18%.
6. Commercial Bid should be quoted for all coverages, terms and conditions, features etc. as mentioned in the RFP.
7. The diagnostic centre/hospital will be required to provide AHC services on cashless basis. The selected bidder will be required to submit verified utilisation statement both on a monthly and quarterly basis. The reimbursement towards verified completed Annual health Checkups will be made by the Bank to the selected bidder on a quarterly basis.



## Annex 3

## Count of Serving Employees and their spouses

Centre	Employee		Spouse		Grand Total
	Male	Female	Male	Female	
Agartala	25	4	1	15	45
Ahmedabad	382	104	58	258	802
Aizawl	21	3	1	9	34
Bengaluru	428	187	93	271	979
Bhopal	290	76	32	208	606
Bhubaneswar	260	63	13	168	504
Chandigarh	382	109	46	246	783
Chennai	511	227	112	360	1210
Dehradun	77	24	7	45	153
Gangtok	17	10	3	8	38
Guwahati	262	72	21	166	521
Hyderabad	377	133	60	268	838
Imphal	23	3	0	15	41
Itanagar	11	2	0	5	18
Jaipur	331	70	33	228	662
Jammu	183	38	21	140	382
Kanpur	286	68	20	174	548
Kochi	63	34	30	56	183
Kohima	11	2	0	9	22
Kolkata	497	121	52	376	1046
Lucknow	269	67	25	170	531
Mumbai	3624	1110	530	2622	7886
Nagpur	395	87	27	242	751
Navi Mumbai/Belapur	197	61	34	131	423
New Delhi	542	183	78	360	1163
Panaji	43	8	3	29	83
Patna	311	53	14	213	591
Pune	73	37	28	57	195
Raipur	60	8	4	35	107
Ranchi	47	17	5	31	100
Shillong	28	2	2	14	46
Shimla	44	4	1	29	78
Srinagar	0	0	0	0	0
Thiruvananthapuram	274	97	49	192	612

**Annex 4**List of Proposed tests under Packages for AHC 2025-26**i. Group: Below 40 years (Base Package)**

<b>Male</b>	<b>Female</b>
Complete Blood Count with Hb	Complete Blood Count with Hb
BP, Pulse, Height, Weight, BMI	BP, Pulse, Height, Weight, BMI
ESR	ESR
Diabetic Profile (HBA1C)	Diabetic Profile (HBA1C)
Urine Routine (Physical, Chemical & Microscopic examination)	Urine Routine (Physical, Chemical & Microscopic examination)
Stool Test	Stool Test
Lipid Profile (Total Cholesterol, LDL, HDL, Triglycerides, Cholesterol: HDL Ratio)	Lipid Profile (Total Cholesterol, LDL, HDL, Triglycerides, Cholesterol: HDL Ratio)
Renal Profile (Uric Acid, BUN: Blood Urea Nitrogen, Serum Creatinine)	Renal Profile (Uric Acid, BUN: Blood Urea Nitrogen, Serum Creatinine)
Liver Profile (Total Bilirubin, Direct/Indirect, SGOT, SGPT, Total Proteins, Alkaline Phosphate, GGTP)	Liver Profile (Total Bilirubin, Direct/Indirect, SGOT, SGPT, Total Proteins, Alkaline Phosphate, GGTP)
X Ray Chest (PA)/	X Ray Chest (PA)/
Tread Mill Test (TMT)/ 2D Echo (*)	Tread Mill Test (TMT)/ 2D Echo (*)
Thyroid Stimulating Hormone (TSH)	Thyroid Stimulating Hormone (TSH)
USG – Whole abdomen	USG – Whole abdomen & Pelvis
Vitamin B12	Vitamin B12
Vitamin D	Vitamin D
ECG	ECG
Either one of specialist consultation <b>Eye/Ear/Dental <sup>1</sup></b>	Either one of specialist consultation <b>Eye/Ear/Dental <sup>1</sup></b>

<sup>1</sup> Each of the test may not be available at all DC/Hospitals. **Employees to check from the list of DC/Hospitals whether the optional test opted for is available at that particular centre.**

ii. **Group: 40 years & above (Base Package)**

<b>Male</b>	<b>Female</b>
Complete Blood Count with Hb	Complete Blood Count with Hb
BP, Pulse, Height, Weight, BMI	BP, Pulse, Height, Weight, BMI
ESR	ESR
Diabetic Profile (HBA1C)	Diabetic Profile (HBA1C)
Urine Routine (Physical, Chemical & Microscopic examination)	Urine Routine (Physical, Chemical & Microscopic examination)
Stool Test	Stool Test
Lipid Profile (Total Cholesterol, LDL, HDL, Triglycerides, Cholesterol: HDL Ratio)	Lipid Profile (Total Cholesterol, LDL, HDL, Triglycerides, Cholesterol: HDL Ratio)
Renal Profile (Uric Acid, BUN: Blood Urea Nitrogen, Serum Creatinine)	Renal Profile (Uric Acid, BUN: Blood Urea Nitrogen, Serum Creatinine)
Liver Profile (Total Bilirubin, Direct-Indirect, SGOT, SGPT, Total Proteins, Alkaline Phosphate, GGTP)	Liver Profile (Total Bilirubin, Direct-Indirect, SGOT, SGPT, Total Proteins, Alkaline Phosphate, GGTP)
X Ray Chest (PA)/	X Ray Chest (PA)/
Tread Mill Test (TMT)/ 2D Echo <sup>(2)</sup>	Tread Mill Test (TMT)/ 2D Echo <sup>(2)</sup>
Thyroid Stimulating Hormone (TSH)	Thyroid Stimulating Hormone (TSH)
USG – Whole abdomen	USG – Whole abdomen & Pelvis
Vitamin B12	Vitamin B12
Vitamin D	Vitamin D
ECG	ECG
Prostate Specific Antigen	PAP Smear
Either one of specialist consultation <b>Eye/Ear/Dental <sup>1</sup></b>	Either one of specialist consultation <b>Eye/Ear/Dental <sup>1</sup></b>

**Optional Tests (Only for 40 years & above)**

Bone Mineral Density (Dexa scan/DXA) (For both male & female)

Sono-Mammography / X-ray mammography<sup>3</sup> (Only for female)

<sup>(1)</sup>Each of the test may not be available at all DC/Hospitals. **Employees to check from the list of DC/Hospitals whether the optional test opted for is available at that particular centre**

<sup>(2)</sup> 2D Echo test in place of TMT would be permitted only for those with physical disability, severe respiratory or cardiac or such issues.

<sup>(3)</sup> available only at select hospitals/DCs

**iii. Package B- On the recommendation of BMO/BMC available to all age groups-**

**a- Group: 40 years & below**

<b>Male</b>	<b>Female</b>
All tests as under Group: 40 years & below (Base Package)	All tests as under Group: 40 years & below (Base Package)
<b>Apo-Lipoprotein (A1 &amp; B) test<sup>3</sup></b>	<b>Apo-Lipoprotein (A1 &amp; B) test<sup>3</sup></b>

*(<sup>3</sup>) available only at select hospitals/DCs*

**b- Group: 40 years & above**

<b>Male</b>	<b>Female</b>
All tests as under Group: 40 years & above (Base Package)	All tests as under Group: 40 years & above (Base Package)
<b>Apo-Lipoprotein (A1 &amp; B) test<sup>3</sup></b>	<b>Apo-Lipoprotein (A1 &amp; B) test<sup>3</sup></b>

*(<sup>3</sup>) available only at select hospitals/DCs*

## Annex – 5

## RBI provided list of DC's and Hospitals.

Sl. No.	Centre	Location/ Area	Provider name (Hospital/DC)	Address of Provider	Pin code of Provider
1	Agartala	Po. New Secretariat	ILS Hospitals	Capital Complex Extension, Near Kendriya Vidyalaya, Po. New Secretariat, Kunjaban 799010	799010
2	Ahmedabad	Main Branch	Apollo Hospital International Limited	Plot. 1A, Gidc Estate, Bhat, Ahmedabad – 382428	382428
3	Ahmedabad	Shahibaug	BAPS Yogiji Mahraj Hospital	Pramukh Vatika, Opp Baps Swamy Narayan Temple, Near Police Commissioner Office, Shahibaug 380004	380004
4	Ahmedabad	Apollo City Centre Branch	Apollo Hospitals International Limited	1, Tulsibaug Society, Opposite Doctor House, Near Parimal Garden, Ellisbridge, Ambavadi, Ahmedabad – 380006	380006
5	Ahmedabad	Ahmedabad	Curovis Healthcare Pvt. Ltd	B-Block, Safal Mondeal, Bodakdev, S.G Highway, Ahmedabad – 380054	380054
6	Ahmedabad	Gurukul	Sterling Hospital	Sterling Hospital Road, Gurukul, Memnagar, Ahmedabad - 380052	380052
7	Ahmedabad	Ellisbridge	HCG Hospital	Mithakhali Six Rd, kalyan Society, Maharashtra Society, Ellisbridge, Ahmedabad, Gujarat	380006
8	Ahmedabad	Nikol	Kanba Hospital	33/4 near Anjana Chowk, opposite Abjibapa Greens, Avenue, Nikol, Ahmedabad, Gujarat	382350
9	Ahmedabad	Thaltej	S.A.L Hospital And Medical Institute	Opp. Doordarshan Tower, Drive-In-Road, Thaltej, 380054	380054

10	Ahmedabad	Ambawadi	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	101 to 108, The Grand Mall, S M Road, Ambawadi, Ahmedabad, Near C N Vidhyalaya, Opposite Sbi Zonal Office, 380006	380006
11	Ahmedabad	Ahmedabad	Unihealth- A Division Of USLL	1st FLOOR, Iscon Elegance, 105, Cross Roads, Prahlad Nagar, Ahmedabad, Gujarat	380051
12	Ahmedabad	S G Highway	Zydus Hospital and Healthcare Research Pvt Ltd	Plot No 232, Near Sola Bridge, S G Highway, Ahmedabad, Gujarat - 380054	380054
13	Aizawl	Chawnpui	Ebenezer Medical Centre	Chawnpui, Aizawl, Mizoram	796009
14	Bangalore	Indra Nagar	Aarthi Scans	499, CMH Road, Indra Nagar, 560011	560011
15	Bangalore	Indiranagar	Clumax Diagnostics	71, 1St Main, 1St Cross, New Thippasandra, Hal Stage III, Indiranagar, 560038	560038
16	Bangalore	Jaya Nagar	Clumax Diagnostics	68/150/3, Sri Lakshmi Towers, 9th Main Road, 3rd Block, Jaya Nagar, 560011	560011
17	Bangalore	Marathahalli	Medall Clumax Diagnostics	pice Garden Compact, S1, S2, Varthur Main Rd, Silver Spring Layout, Lakshminarayana Pura, Marathahalli, Bengaluru, Karnataka	560037
18	Bangalore	Sadha Shiv Nagar	Clumax Diagnostics	Old No.66, New No. 1, 2nd Main, Bashyam Circle, Vyalikaval, Sadha Shiv Nagar, 560003	560003
19	Bangalore	HSR Layout	Narayana Multispeciality Clinic	B 43/A, 1st Floor, BDA Complex, Sector 6, HSR Layout, Bengaluru, Karnataka 560102	560102
20	Bangalore	Jayanagar	Narayana Multispeciality Clinic	No.108, Uday House, 30th Cross, 8th B Main Road, 4th Block, Jayanagar, Bengaluru, Karnataka 560011	560011
21	Bangalore	Electronics City Phase 1	Narayana Multispeciality Clinic	Ground Floor, SJR Equinox, Velankani Drive, Electronic City PH 1, Bengaluru-560100	560100

22	Bangalore	Electronic city-2	Narayana Multispeciality Clinic	no.162, vadana west ridge plaza, niladri road, dottathogur village, Electronics City Phase 1, Electronic City, 560100	560100
23	Bangalore	Sarjapur Main Road	Narayana Multispeciality Clinic	83/3, Doddakannelli, Sarjapur Main Road, Near Wipro Gate, Bengaluru, Karnataka 560035	560035
24	Bangalore	Whitefeild	Narayana Multispeciality Clinic	#189, Ground Floor, A block, Kundalahalli Main Road, Near CMRIT college, AECS Layout, Bengaluru, Karnataka	560037
25	Bangalore	Queens Road	Elbit Medical Diagnostics Ltd	Indian Express Building, 3rd Floor, Near Indian Express Circle, Queens Road Shivajinagar, Bangalore	560001
26	Bangalore	Rajaji Nagar	Kanva Diagnostic Services Private Limited	2/10, Dr.Rajkumar Road, 4Th Block, Rajaji Nagar, Banaglore-560010	560010
27	Bangalore	Bda Complex	Kanva Diagnostic Services Private Limited	No,744. 11Th Block, 2Nd Stage, Near Bda Complex, Nagarbhavi-560072	560072
28	Bangalore	Shivaji Nagar	Anand Diagnostic Laboratory Pvt Ltd	Anand Tower, 54, Bowring Hospital Road, Shivaji Nagar, Bangalore-560001	560001
29	Bangalore	Jaya Nagar	Dr. Malathi Manipal Hospital	No. 45/1, 45th Cross, 9th Block, Jaya Nagar, Bengaluru, Karnataka-560069.	560069
30	Bangalore	Millers Road	Manipal Hospital (Vikram)	# 71/1, Millers Road, Vasanth Nagar, Opp St Anne's College, Bengaluru, Karnataka 560052	560052
31	Bangalore	Cunningham Road	Fortis Hospitals Limited	Fortis Hospital, 14, Cunningham Rd, Vasanth Nagar, Bengaluru, Karnataka	560052
32	Bangalore	Yeshwantpur	Sparsh Hospital	4/1, Tumkur Road, Yeshwanthpur, 560022	560022
33	Bangalore	Rajarajeshwari Nagar	Sparsh Hospital	No 8 Ideal Homes Hbcs Layout Rajarajeshwari Nagar, 560098	560098

34	Bangalore	Infantry Road	Sparsh Hospital & Advanced Surgeries	146, Infantry Road, Opp. Police Commissioners Office, 560001	560001
35	Belapur	CBD, Belapur, Navi Mumbai	Apollo Hospitals	Plot No. 13, Parsik Hill Road, off Uran Road, opp. Nerul Wonders Park, Sector 23, CBD Belapur, Navi Mumbai, Maharashtra.	400614
36	Bhopal	Arera Colony	National Hospital	E-3/ 61, Arera Colony, Opp. Old Champion School Ground ,Bhopal -462016	462016
37	Bhopal	Area Colony	Narmada Advanced Trauma & Critical Care Institute	E-3/23, Arera Colony, Opp. Habibganj Railway Station,Bhopal 462016	462016
38	Bhopal	Shahpura,	Bansal Hospital	C- Sector, Shahpura, Near Manisha Market, 462016	462016
39	Bhopal	Bawadiya Kalan	Apollo Sage Hospital, Bhopal	Bawadiya Kalan, Salaiya, Bhopal, MP	462026
40	Bhopal	Kolar Road	J K Hospital	J K Town, Sector – C, Sarvadharam, Kolar Road, Bhopal, Madhya Pradesh – 462042	462042
41	Bhubaneswar	Ghatikia	SUM ultimate medicare	K8 Kalinga Nagar, Ghatikia, Bhubaneswar, Odisha	751003
42	Bhubaneswar	Bhubaneswar	Manipal Hospital, Bhubaneswar (Formerly known as AMRI Hospitals, Bhubaneswar)	Plot No. 1, Beside Satya Sai Enclave, Khandagiri, 751019	751030
43	CAB, Pune	Sasoon Road, Pune.	Jehangir Hospital	32, Sassoon Road.	411001
44	Chandigarh	Chandigarh	Atulya Healthcare	House Number 11, Sector 11A, Chandigarh	160011
45	Chandigarh	Sector 62	Fortis Hospital	Sector 62, Phase 8, 160062	160062
46	Chandigarh	Sector 11-D	Fortis Medical Centre	SCO. 11, Sector -11- D, 160011	160011
47	Chandigarh	Sector - 71	IVY Multi Speciality Hospital & Cancer Research Institute	See-71, Mohalli. Chandigarh	160071
48	Chandigarh	Sas Nagar	Max Super Speciality Hospital	Chandigarh Rd, near Civil Hospital, Phase 6, Sector 56, Sahibzada Ajit Singh Nagar, Punjab 160055	160055



49	Chandigarh	Chandigarh	Mukat Hospital & Heart Institute	S.C.O 47, 49, Dakshin Marg, Sector 34B, Sector 34, Chandigarh	160022
50	Chandigarh	S.A.S Nagar	Shalby Hospital	Phase-IX, Sector-63, S A S Nagar, 160062	160062
51	Chandigarh	Mohali	Max Super Specialty Hospital	Near Civil Hospital, Phase 6, Sector 56, SAS Nagar, Mohali, Punjab	160055
52	Chennai	Alwarpet	Kauvery Hospital	No. 81, TTK Road, Junction, CIT Colony, Alwarpet (M.B.C Towers, No. 199/90, Luz Church Road, Mylapore), 600018	600018
53	Chennai	Purasawalkam	Anderson Diagnostics & Labs	No. 150, Poonamallee High Road, Chennai - 600084	600084
54	Chennai	Nungambakkam	Metropolis Healthcare Ltd	3, Jagannath Road, Opp. Hotel Ganapath, Nungambakkam, Chennai, 600034	600034
55	Chennai	Manapakkam	MIOT Hospitals Limited	No. 4/112, Mount Poonamalle Road, Sathya Nagar, Manapakkam, 600089	600089
56	Chennai	Royapettah	Bharat Scans	197, Peter's Rd, Indira Garden, Royapettah, Chennai, Tamil Nadu	600014
57	Chennai	Parrys	Chennai National Hospital	12, Jaffer Serang Street, Parrys, Syrang Street, Tamil Nadu, 600001	600001
58	Chennai	Royapettah	Ehrlich Laboratory Pvt Ltd	No 46 & 48, Near Vitan Super Market, Masilamani Road Royapettah, Chennai	600014
59	Chennai	P.H.ROAD	Apollo Hospitals	APOLLO FIRSTMED HOSPITAL ,154 P.H.ROAD, New Bupathy Nagar, Kipauk - 600010	600010
60	Chennai	Vadapalani	Kauvery Hospital	No: 23/1, Arcot Road, Vadapalani, Chennai - 600026	600026
61	Chennai	Adyar	Fortis Malar Hospital	<a href="#">No. 52, 1st Main Road, Gandhi Nagar, Adyar, Chennai</a>	<a href="#">600020</a>
62	Chennai	PERUNGUDI	Apollo Hospitals	APOLLO SPECIALTY HOSPITALS ( OMR ),5/639 - OLD MAHABALIPURAM	600096

				ROAD ,PERUNGUDI , CHENNAI - 600096	
63	Chennai	T Nagar	Hi Tech Diagnostics	No. 13, Dr Nair Rd, Lakshmi Colony, T. Nagar, Chennai, Tamil Nadu	600017
64	Chennai	Kilpauk	Hi Tech Diagnostics	1, Millers Rd, near Old Motcham Theatre, Kilpauk, Chennai, Tamil Nadu	600010
65	Chennai	Greams Road	Apollo Hospitals Enterprises Limited	21, Greams Road,Off. Greams Lane, , Thousand Lights,Tamil Nadu 600006	600006
66	Chennai	Chromepet	Dr. Rela Institute and Medical Centre (A Unit of JR Super Speciality Hospitals Pvt Ltd).	No. 7, CLC Works Road, Chrompet, Chennai, Tamilnadu – 600044.	600044
67	Chennai	Thiruvanmiur	Precision Diagnostics	48/41, Mahathmagandhi Road, Shastri Nagar, Thiruvanmiur, 600041	600041
68	Chennai	Near Taylors Road Bus Stop	Precision Diagnostics	191, Poonamallee High Road, Near Taylors Road Bus Stop, 600010	600010
69	Chennai	Vadapalani	Precision Diagnostics	6/58, Revathy Street, 100 Ft Road, Vadapalani, 600026	600026
70	Chennai	Perungudi	Gem Hospital	Thiruvengadam Nagar, Perungudi, Chennai, Tamil Nadu	600096
71	Chennai	Vadapalani	SIMS Hospitals	Metro No.1 Jawaharlal Nehru Road, Landmark:, next to Vadapalani, Chennai, Tamil Nadu	600026
72	Chennai	Greams Road	Apollo Hospitals Enterprises Ltd	21, Greams Road, Off. Greams Lane, 600006	600006
73	Chennai	Perungundi	Apollo Speciality Hospitals	5/639 - OLD MAHABALIPURAM ROAD ,PERUNGUDI , CHENNAI - 600096	600096
74	Dehradun	Dehradun	Chandan And Indra Diagnostic Centre	56, New Road, Main M.K.P Chowk, New Heritage School	248001

75	Dehradun	Dehradun	Dr. Ahujas' Pathology and Imaging Centre	7-B, Ugrasain Rd, Ashtley Hall, Irigation Colony, Karanpur, Dehradun, Uttarakhand	248001
76	Dehradun	Dehradun	Kailash Hospital	Main Haridwar Road, Chowk, Jogiwala, Dehradun, Uttarakhand	248001
77	Dehradun	Mussoorie Diversion Road	Max Super Speciality Hospital	Malsi, Mussoorie, Diversion Road, Dehradun, Uttarakhand 248001	248001
78	Dehradun	Ballupur Road	Apollo Clinic	Apollo Clinic, Near, 3Rd Floor, Apollo Tower, Chowk, Ballupur Rd, Krishna Nagar, Dehradun, Uttarakhand 248001	248001
79	Dehradun	Karanpur	Ahuja Diagnostics	7-B, Ugrasain Rd, Ashtley Hall, Irigation Colony, Karanpur, Dehradun, Uttarakhand	248001
80	Delhi NCR	Gurgaon	Metropolis HealthCare Limited	SCO 30 Sec 15 Part 11 Gurgaon	122001
81	Delhi NCR	Paschim Vihar	Sri Balaji Action Hospital	A 4 Block, A 6 Block, Paschim Vihar, New Delhi, Delhi	110063
82	Delhi NCR	Pitampura	HOD Rohini - House Of Diagnostics	A1, 4, A Block, Prashant Vihar, Sector 14, Rohini, Delhi, 110085	110085
83	Delhi NCR	Sector 26	Apollo Hospitals	E-2, Sec - 26, 201301	201301
84	Delhi NCR	Dharmashila Marg	Dharamshila Narayana Superspeciality Hospital	Dharamshila Marg, Vasundhara Enclave, 110096	110096
85	Delhi NCR	tilak Nagar	City X-Ray & Scan Clinic Pvt Ltd	5a/34 Tilak Nagar Near Metro Piller No 492 ,New Delhi -110018	110018
86	Delhi NCR	Dwarka	City X-Ray & Scan Clinic Pvt Ltd	Plot No -18 Sec -12 A Opp. Bal Bharti School Dwarka Near Sec 12 Metro Station ,New Delhi-110075	110075
87	Delhi NCR	Pusa Raod	Dr. B. L. Kapoor Hospital	J5VH+8WM, Pusa Rd, Radha Soami Satsang, Rajendra Place, New Delhi, Delhi,	110005
88	Delhi NCR	Dwarka	Manipal Hospitals	Sector-6, Dwarka, ADJ MTNL Building 110075	110075

89	Delhi NCR	Qutub Industrial Area	Medeor Hospital Qutab Institutional Area, New Delhi	B-33-34, B-33-34, Block B, Qutab Institutional Area, New Delhi, Delhi	110016
90	Delhi NCR	Gurgaon	Max Hospital (A Unit of Alphas Hospital)	Bloack B Sushant Lok Phase 1	122001
91	Delhi NCR	Nirman Vihar	Malik Radix Health Care	C-218, Nirman Vihar, 110092	110092
92	Delhi NCR	Pitampura	Max Hospital (Max Group)	A-2 , 3 & 4, PP TOWER, Netaji Subhash Marg, District Centre, Shakurpur, New Delhi, Delhi	110034
93	Delhi NCR	Shalimar Bagh	Max Super Speciality Hospital	FC 50, Max Wali Rd, C and D Block, Shalimar Place Site, Shalimar Bagh, New Delhi, Delhi 110088	110088
94	Delhi NCR	Vaishali	Max Super Specialty Hospital	W 3 Sector 1 Vaishali	201001
95	Delhi NCR	Preet vihar	Metro Hospitals & Cancer Institute	Community Center, 21, Acharya Nagraj Marg, C Block, Preet Vihar, New Delhi, Delhi	110092
96	Delhi NCR	Shalimar Bagh	Fortis Hospital	Shalimar Bagh A Block, New Delhi, Delhi-110088	110088
97	Delhi NCR	Dwarka	Prognosis Laboratories	515-516, ITC Welcome Hotel, Sector -19, Dwarka, 110075	110075
98	Delhi NCR	Chanakya Puri	Primus Super Speciality Hospital	2 Chandragupta Marg, Chanakyapuri, Near American Embassy, 110021	110021
99	Delhi NCR	Qutub Industrial Area	Sitaram Bhartia Institute of Science & Research	B-16, NRPC Colony, Block B, Qutab Institutional Area, New Delhi, Delhi	110016
100	Delhi NCR	Vasant Vihar	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	13, Palam Marg, Vasant Vihar, New Delhi, Delhi-110057	110057
101	Delhi NCR	Rohini	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	Plot No-160, Pocket D-11, Sector 8, Rohini, Delhi 110085	110085
102	Delhi NCR	Sector 18 ,Gurgaon	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	New address :- Unit no CG: 017, Ground floor The Palm Spring Plaza, Golf Course Road, Sector 53-54 near Rapid Metro Gurgaon, Haryana	122015

103	Delhi NCR	Faridabad	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	SRL WELLNESS CENTER, SCO. 13,SECTOR 16 MARKET,FARIDABAD, Faridabad, Haryana 121001	121001
104	Delhi NCR	Pitampura	Saral Diagnostics	2&3, Parwana Rd, Shakti Vihar, Pitampura, New Delhi, Delhi	110034
105	Delhi NCR	Dwarka	Venkateshwar Hospital	Sector-18A, Dwarka 110075	110075
106	Gangtok	Gangtok	Central Referral Hospital	5Th Mile,Tadong, Gangtok	737102
107	Goa	Porvorim	RG Stone Hospital	Plot No 217-218, Pda Colony, Bardez 403521	403521
108	Goa	Panaji	Manipal Hospital	Dr E Borges Road, Dona Paula, Panaji, 403004	403004
109	Guwahati	Khanapara Nh-37	Health City Hospital	Koinadhara, Khanapara, NH-37, 781022	781022
110	Guwahati	RG Baruah Rd	Apollo Hospitals	Shubham buildwell complex, RG Baruah Rd, Block-H, Guwahati, Assam 781005,landmark beside NEEPCO Office.	781005
111	Guwahati – Dispur	Dispur	Apollo clinic	GS Rd, opp. Down Town Hospital, Dispur, Rukmini Gaon, Guwahati, Assam	781006
112	Hyderabad	Panjagutta	Aarthi Scans	No.6-3-347/12/A/10/1/7, Sai Baba Temple Lane, Near Model House, Dwarakapuri Colony, Panjagutta, 500082	500082
113	Hyderabad	Kukatpally	Aarthi Scans	MIG - 148, Road Number - 1, KPHB Phase 2, Kukatpally, 500072	500072
114	Hyderabad	Ameerpet	Vijaya Diagnostic Centre Limited	Amrutha Business Complex, Opp. Lal Bunglow, Ameerpet, 500016	500016
115	Hyderabad	Himayatnagar	Vijaya Diagnostic Centre Limited	3-6-16 & 17 Street 19, Himayatnagar, 500029	500029
116	Hyderabad	Dilsukhnagar	Vijaya Diagnostic Centre Limited	16-11-741/C/C, Beside Titan Showroom, Dilsukhnagar, 500036	500036
117	Hyderabad	Kukatpally	Vijaya Diagnostic Centre Limited	Phase 1, no:-4, Opposite Remedy Hospital, beside Aadishwar,Kukatpally Housing Board Colony, Kukatpally, 500072	500072

118	Hyderabad	Banjara Hills	Elbit Medical Diagnostics Ltd	2nd Floor, Vasavi Corporate Building, Road No. 12, Bhola Nagar, Banjara Hills, Hyderabad, Telangana	500034
119	Hyderabad	Jubilee Hills	Apollo Hospitals	Road No 72, Opp Bhartiya Vidya Bhavan School, Film Nagar, Jubilee Hills, Hyderabad-500033	500033
120	Hyderabad	Sarojini Devi Road	Parkline Diagnostics Services Secunderabad	L G 3, 4 & 5, Bhuvana Towers, Sarojini Devi Road, Secunderabad, 500003	500003
121	Hyderabad	Kondapur	Tenet Diagnostics	1st floor, Above Pullareddy Sweets, Opp Apollo Cradle, Kondapur, 500084	500084
122	Hyderabad	Vikrampuri	Tenet Diagnostics	1st Floor, Above Vacs Bakery, Pooja Plaza, Vikrampuri Colony, 500009	500009
123	Hyderabad	Secunderabad	Tenet Diagnostics	Plot Number 101, Survey No: 459,460, & 461, Atomic Energy Employees Co-operative Housing Society Colony, Anupuram, Kapra, Secunderabad	500062
124	Hyderabad	Banjara Hills	Tenet Medcorp Private Limited	Besides Rainbow Children's Hospital, Rd No 2, Banjara Hills, 500034	500034
125	Hyderabad	Banjara Hills	Virinchi Hospitals	Door No 6-3-2, 3/1, Virinchi Circle, Road No-1, Banjara Hills, 500034	500034
126	Hyderabad	Hyderabad	Care Hospitals	Road No. 1, Banjara Hills	500034
127	Imphal	Imphal	Shija Hospital and Research Institute (SHRI)	Meitei Langol, Lamphelpat, Imphal, Manipur	795004
128	Itanagar	Naharlagun	Samaritan Hormin Hospital	Jully Road, Papu Nallah, Naharlagun, Arunachal Pradesh - 791110	791110
129	Itanagar SO	Papunallah, Naharlagun	Niba Hospital	Papunallah, Naharlagun, Arunachal Pradesh	791110
130	Jaipur	New Sanganer	Dr Goyals Path Lab & Imaging Centre	B-51, Ganesh Nagar, Opp. Janpath Corner, New Sanganer Road 302019	302019
131	Jaipur	Malviya Nagar	Fortis Escorts Hospital	Jawaharlal Nehru Marg, Malviya Nagar, 302017	302017

132	Jaipur	Rambagh	Getwell Poly Clinic & Hospital	Jawaharlal Nehru Marg, Opp. JK Lon Hospital, Dusadon Ka bagh, Rambagh, Jaipur	302004
133	Jaipur	Jaipur	Soni Hospital	38, Kanota Bagh, 302004	302004
134	Jaipur	Durgapura Railway Station	Rukhmini Hospital	Gopalpura Bypass Road Near Triveni Flyover, Backside Of Durgapura Railway Station, 302018	302018
135	Jaipur	Sitapura	Mahatma Gandhi University of Medical Sciences and Technology	RIICO Institutional Area, Sitapur, Tonk Road, Jaipur	302022
136	Jaipur	Malviya Nagar	Eternal Heart Care	3A, Jagatpura Rd, near Jawahar Circle, Chainpura, Malviya Nagar, Jaipur, Rajasthan	302017
137	Jaipur	Vidyadhar nagar	Manipal Hospital	Sikar Rd, Sector 2, Sector 5, Vidyadhar Nagar, Jaipur, Rajasthan	303039
138	Jaipur	Ashok Nagar	KCJ Diagnostic & Research Cente	Gopalpura Bypass Road Near Triveni Flyover, Backside Of Durgapura Railway Station Opp. SMS Hospital, Pin code	302001
139	Jaipur	Tonk Road	Aakriti Labs Pvt Ltd	Plot No 3, Mahatma Gandhi Marg, Gandhi Nagar Mod, Near Shankar Mishthan Bhandar	302015
140	Jammu	Jammu	NIDAN Diagnostic & Research Centre	326/462A, Apsara Road, Gandhi Nagar, Jammu 180004	180004
141	Jammu	Jammu	Steadfast Healthcare Pvt Ltd	KC Theatre Complex, Bakshi Nagar, Jammu-180001	180001
142	Jammu	Channi Himmat	HexaMed Diagnostics and Specialty Clinics	Main Bypass Road, NH-1A, Channi Himmat, Jammu, Jammu and Kashmir 180015	180015
143	Jammu	Jammu	Ankur Maitrika Hospital	Ward No. 55, Deeli, near Jodhamal School, Channi Himat, Jammu, Jammu and Kashmir	180011
144	Jammu	Jammu	ASCOMS	Jammu, Jammu and Kashmir	180017
145	Jammu And Kashmir	Jammu	HexaMed Diagnostics and Specialty Clinics	Main Bypass Road, NH-1A, Channi Himmat, Jammu, Jammu and Kashmir 180015	180015

146	Kanpur	Pandu Nagar	Paliwal Diagnostics	Shop No.117, H 1/12, Main Street, opposite J.K.Mandir, Model Town, Pandu Nagar, Kanpur, Uttar Pradesh	208012
147	Kanpur	Swaroop Nagar	Noble Superspeciality Hospital Private Limited	113/16 A, Khalasi Line, Swaroop Nagar, Kanpur, Uttar Pradesh	208002
148	Kanpur	Permat	Apollo Spectra	14/138, Mall Rd, near B.N.S.D Inter College, Chunni Ganj, Permat, Kanpur, Uttar Pradesh	208001
149	Kanpur	MG Road, Kanpur	Regency Hospital	14/122, opp. PPN Market	208001
150	Kochi	Ravipuram	Medivision Scan and Diagnostic Research Centre Pvt.Ltd	Sreekandath Rd, Near clearway, Ravipuram, Perumanoor, Kochi, Kerala 682016	682016
151	Kochi	Ernakulam	VIVID DIAGNOSTIC CENTRE	30/2011-C3, Service Road, Junction, NH bypass Chalikavattom Bus Stop, Opp. Gold Souk, Vytilla, Ernakulam, Cochin, Kerala-682019	682019
152	Kochi	Ernakulam	Lourdes Hospital	Lourdes Hospital road, Near Ernakulam town railway station, Kerala-682012	682012
153	Kochi	Panampally Nagar	Ddrc Srl - Ernakulam	G-131, DDRC SRL Tower, Panampilly Nagar, 695036	695036
154	Kochi	Ernakulam	Amrita Institute of Medical Science	Ponekkara Rd, P. O, Edappally, Kochi, Ernakulam, Kerala	682041
155	Kochi	Ernakulam	Lisie Hospital	Lisie Hospital Rd, North Kaloore, Kaloore, Ernakulam, Kerala	682018
156	Kochi	Ernakulam	Aster Medicity	Kuttisahib Road, Cheranelloor, South Chittoor, Kochi, Kerala	682027
157	Kochi	Ernakulam	Medical Trust Hospital	Mahatma Gandhi Rd, Pallimukku, Kochi, Ernakulam, Kerala	682016
158	Kochi	Ernakulam	Renai Medicity Hospital	Palarivattom Edappally Road, Near Palarivattom, Metro Station, Kochi, Ernakulam, Kerala	682025



159	Kochi	Nettoor	Lakeshore Hospital & Research Centre Ltd	Bypass Mardu, Nettoor Po, Cochin, Kerala-682040	682040
160	Kohima	Kohima Mokokchung Road	Oking Hospital	M494 + H72, Kohima Mokokchung Road, Opp Bandhan Bank, Kohima, Nagaland-797001.	797001
161	Kohima	Kohima	Max care	Midland Colony, Kohima, Nagaland	797001
162	Kohima	Daklane	Putuonuo Hospital	Daklane, Kohima	797001
163	Kolkata	Kolkata	Bhagirathi Neotia Woman & Child Care Centre	2 Rawdon Street , kolkata -700017	700017
164	Kolkata	Minto Park	Fortis Medical Centre	2, 7, Sarat Bose Rd, opp. Minto Park, Sreepally, Bhowanipore, Kolkata, West Bengal	700020
165	Kolkata	Dhakuria	AMRI Hospitals Ltd	Scheme-L11, P-4&5, Gariahat Road, Dhakuria, Block-A, Dhakuria, Kolkata, West Bengal 700029	700029
166	Kolkata	Mukundapur	AMRI Hospitals Ltd	230, Barakhola Lane, Jadavpur East, Near EM Bypass,,Mukundapur,Kolkata 700099	700099
167	Kolkata	Salt Lake	AMRI Hospitals Ltd Salt Lake	Jc- 16 & 17, Salt Lake, 700029	700029
168	Kolkata	Southern avenue	A M Medical Centre Private Limited	97A, Southern Avenue,Southern avenue,Kolkata 700029	700029
169	Kolkata	Salt Lake	Millenium Health Care	BE 87, Salt Lake, Near Cap Camp, 700064	700064
170	Kolkata	G. T Road	Medicate Healthcare Pvt. Ltd.	274, G.T. Road, Howrah, 711204	711204
171	Kolkata	Khardah	Suraksha Diagnostic Pvt Ltd	USHAPLAZA,98 B.T ROAD,(KAIBARTYA PARA),P.O. & P.S KHARDA, KOLKATA-700117	700117
172	Kolkata	Salt Lake	Suraksha Diagnostic Pvt Ltd	DD 18/1 SALT LAKE SECTOR-1 KOLKATA-700064	700064
173	Kolkata	N.S.C. Bose Road	Suraksha Diagnostic Pvt Ltd	Rajwada Estate", 66, Mahamayatala, N.S.C. Bose Road700084	700084

174	Kolkata	Suthend Conclave	Suraksha Diagnostic Pvt Ltd	1582, Rajdanga Main Road, Suthend Conclave, Kasba700107	700107
175	Kolkata	Barasat	Suraksha Diagnostic Pvt Ltd	83/10, Jessore Road, Duckbunglow More, Barasat, 24 Pgns (N), 700124	700124
176	Kolkata	New Barrackpore	Suraksha Diagnostic Pvt Ltd	271, Sarat Chatterjee Road, New Barrackpore700131	700131
177	Kolkata	Madhyamgram	Suraksha Diagnostic Pvt Ltd	Aryan Tower-1, 1st floor, 271B, Sodepur Road (East), Madhyamgram - 700129	700129
178	Kolkata	Birati	Suraksha Diagnostic Pvt Ltd	24 M B Road, Birati, Kalabagan700051	700051
179	Kolkata	Kolkata	Theism Diagnostics, Dumdum	46, Lalji, Khub Lal Saha St, North Dumdum, West Bengal	700028
180	Kolkata	Loudon Street, Kolkata	Belle Vue Clinic	9, Dr. U. N. Brahmachari Street, Loudon Street, 700017	700017
181	Kolkata	Vip Park	Suraksha Diagnostic Pvt Ltd	BB-99, Prafulla Kanan, VIP Park700101	700101
182	Kolkata	Mall Road	Suraksha Diagnostic Pvt Ltd	1, Khudiram Bose Sarani (Mall Road) 700080	700080
183	Kolkata	Phool Bagan	Suraksha Diagnostic Pvt Ltd	P-118, C.I.T. Road, Scheme VIM, Phool Bagan700054	700054
184	Kolkata	Shakespeare Sarani	Medstar Clinics Private Limited	39, Shakespeare Sarani, Kolkata - 700017	700017
185	Kolkata	Canal Circular Road	Apollo Hospitals	58 Canal Circular Road, Kolkata -700054	700054
186	Kolkata	Ballygunge phari	Apollo Clinic	Apollo Clinic -56, Leela Roy Sarani, Classic Towers, 01st Floor, (Ballygunge Phari),Kolkata - 700 019, West Bengal	700019
187	Lucknow	Alambagh	Apollo Medics Super Speciality Hospitals ( A Unit Of Medics International Lifesciences Limited)	KBC-31, Sector-B, LDA Colony Kanpur Road, Sector B, LDA, Alambagh	226012

188	Lucknow	Amar Shaheed Path	Medanta (Holdings Private Limited)	Sec-A, Pocket-1, Sushant Golf City, 226030	226030
189	Lucknow	Indira Nagar	Promila Diagnostic Centre	Shanti Complex, Near Kukrail Pul, Faizabad Road, 226016	226016
190	Mumbai	Colaba	Apollo Clinic	The Apollo Clinic, Ground Floor, Eucharistic Congress Building No 1, 5, Convent Street, Colaba, Mumbai 400 001	400001
191	Mumbai	Navi Mumbai	Apollo Hospitals	Plot no 13, Parsik Hills road, Off Uran Road, Sector 23, CBD belapur, Navi Mumbai, 400614	400614
192	Mumbai	Thane	Bethany Hospital	Bethany Hospital, Pokharan Rd Number 2, Shastri Nagar, Thane West, Thane, Maharashtra	400606
193	Mumbai	Parel	Centre for Digestive & Kidney Diseases (India) Private Limited (Global Hospitals)	No 35, Dr Ernest Borges Rd, Parel East, Parel, Mumbai, Maharashtra	400012
194	Mumbai	Mulund WEst	Excellas Clinics Private Limited	B 1, Vikas Paradise, Commercial Wing, Lbs Marg, Near Santoshi Mata Mandir, 400080	400080
195	Mumbai	Coperage	First Health Care Pvt. Ltd (Spectrum Healthcare)	81-84, Ratan Tata Medical, Indian Cancer Society Medical Centre, M Karve Road, Coperage, 400021	400021
196	Mumbai	Mulund	Fortis Hospital	Mulund - Goregaon Link Rd, Nahur West, Industrial Area, Bhandup West, Mumbai, Maharashtra	400078
197	Mumbai	Kalyan	Fortis Hospital, Kalyan	1191, Shill Road, near Fortis Hospital, Bhanunagar Kalyan(West), Bail Bazar, Bhoiwada, Kalyan, Mumbai, Maharashtra	421301
198	Mumbai	Mulund West	Fortis Hospitals	Mulund - Goregaon Link Rd, Nahur West, Industrial Area, Bhandup West, Mumbai, Maharashtra	400078

199	Mumbai	Vikhroli East	Godrej Memorial Hospital	Opposite Godrej Platinum, Eastern Express Hwy, Vikhroli, Mumbai, Maharashtra	400079
200	Mumbai	Borivali West	Health Care Diagnostics	Yogi Avenue BLDG, 1St Floor, Yogi Nagar, Borivali West, Next To Corporation Bank Lane, Borivali West, 400092	400092
201	Mumbai	Gorai - Borivali [West]	Healthcare Medical Centre & Diagnostics	Victory Heights, Gorai Main rd, opp. suvidya school, Gorai 1, Borivali West, Mumbai, Maharashtra	400092
202	Mumbai	Goregaon	Healthcare Medical Centre & Diagnostics	10,76 Unnat Nagar CCI COL,M.G.Road, Nr. Jain Mandir, Goregaon (W), Mumbai 400 062	400062
203	Mumbai	Kandivali	Healthcare Medical Centre & Diagnostics	76,754, Mahavir Sury Adarshan Chs, Satya Nagar Lane, Opp. Sbi Bank, Mahavir Nagar, Kandivali West, 400067	400067
204	Mumbai	Powai	Hiranandani Hospital	Hiranandani Gardens, Hillside Rd, Hiranandani Gardens, Ramabai Ambedkar Nagar, Powai, Mumbai, Maharashtra	400076
205	Mumbai	Tardeo	Jaslok Hospital and research centre	15, Dr. G Deshmukh Marg, Mahalaxmi, Mumbai West, Maharashtra - 400026	400026
206	Mumbai	Thane	Jupiter hospital	Jupiter hospital, Service Rd, Eastern Express Hwy, next to Viviana Mall, Thane, Maharashtra 400601.	400601
207	Mumbai	Santacruz	K.R.S. Medical & Wellness Centre (The Diagnostic Hub)	Florence, Pandit Jawaharlal Nehru Rd, next to Axis Bank Branch, Vakola, Santacruz East, Mumbai, Maharashtra	400055
208	Mumbai	Thane	Kaushalya Medical Foundation Trust Hospital	Ganeshwadi, behind Nitin Company, Panch Pakhdi, Thane, Maharashtra	400601
209	Mumbai	Andheri	Kokilaben Dhirubhai Ambani Hospital and Medical	Rao Saheb Achutrao Patwardhan Marg, Four Bungalows, Andheri West, Mumbai, Maharashtra	400053

			Research Institute		
210	Mumbai	Chembur	Kolekar Multispeciality Hospital & ICCU	Om prakash Arcade, 2nd & 3rd Floor, Ambedkar Garden, Chembur, 400071	400071
211	Mumbai	Andheri West	Lifecare Diagnostic & Research Centre	1st Floor, Sunshine, Opp. Shastri Nagar, Lokhandwala Complex, Andheri(W), 400053	400053
212	Mumbai	Panvel	Lifeline Hospital	Opp. S.T. Stand, 410206	410206
213	Mumbai	Vashi	Mahatma Gandhi Mission New Bombay Hospital	Plot 35, Sector 3, Vashi, 400703	400703
214	Mumbai	Prabhadevi	Metropolis Healthcare Ltd	No 2, V.S.Marg (View Co-Operative Housing Society), Opp. Bengal Chemical, Prabhadevi, Mumbai, 400030	400025
215	Mumbai	Mulund	Metropolis Healthcare Ltd	No 2, Ajit, Sambhav Apartment, Nahur Rd, CHS, Sarvodaya Nagar, Mulund West, Mumbai, Maharashtra	400080
216	Mumbai	Parel (West)	N M Medical Centre	Opp Motilal Oswal Tower, Gokhale Road South, Next to ST Bus Depot, Parel W, Mumbai, Maharashtra 400025	400025
217	Mumbai	Mulund	N M Medical Centre	No. 820, 8th Floor, Corporate Centre Nirmal Lifestyles Mall, L B S Marg, Mulund West, Mumbai, Maharashtra 400080	400080
218	Mumbai	Borivali	N M Medical Centre	Swastik Building, 18/6, R C Patel Road, Chandavarkar Cr. Road No. 2, Next to ICICI Bank, Borivali West, Mumbai, Maharashtra 400092	400092
219	Mumbai	Marve Road	N M Medical Centre	Ground Floor, Sej Plaza, Marve Road, Next To Nutan High School, Malad West, Mumbai, Maharashtra 400064	400064

220	Mumbai	Khar- West	N M Medical Centre	Summerville, Junction of 14th & 33rd Road, Off Linking Road, Khar (West) Mumbai - 400052	400052
221	Mumbai	Marine Lines	N M Medical Centre	Dariya Nagar House, Maharshi Karve Marg, Next To ICICI Bank, Marine Lines East, Mumbai, Maharashtra 400002	400002
222	Mumbai	Vashi	N M Medical Centre	Palm Beach Galleria Mall, 1st Flr, #102, Palm Beach Rd, Sector 19D, Vashi, Navi Mumbai, Maharashtra 400703	400703
223	Mumbai	Andheri	N M Medical Centre	B-13, Aver Plaza, Ground Floor, Opp. Citi Mall, Behind Maruti Showroom, New Link Rd, Andheri West, Mumbai, Maharashtra 400053	400053
224	Mumbai	Chowpatty	N M Medical Centre	Mehta House, 36, Pandita Ramabai Road Chowpatty, Mumbai, Maharashtra 400007	400007
225	Mumbai	Vikhroli	N M Medical Centre	1, Ganesh Nagar, Vikhroli, Mumbai, Maharashtra	400083
226	Mumbai	Opp. Rail vihar, Seawoods	NDC Diagnostic Centre Pvt Ltd	2Nd Floor, Neurogen Brain Spine Institute, Plot No. 19, Sector 40, Opp. Rail Vihar, Seawoods, 400706	400706
227	Mumbai	Kalyan West	NDC Diagnostic Centre Pvt Ltd	Shop No. 10& 11, Charm Star Building Above SBI Bank, Bail Bazar, Kalyan West, 421301	421301
228	Mumbai	Khopat	NDC Diagnostic Centre Pvt Ltd	104, Beauty Arcade, Opp. Pratap Cinema, Kolbad Road, Khopat W, 400601	400601
229	Mumbai	Malad - Kandivli (W)	Nirman Hitech Diagnostic Centre Pvt. Ltd.	Signal, Next Hyundai Showroom, 8 Kesar Ashish Building, New Link Rd, near Mahavir Nagar, Kandivali West, Mumbai, Maharashtra	400067
230	Mumbai	Navi Mumbai	Olive Diagnostics	Office No.3 Ramkrishna CHS, Seawoods West, Sector 40, Navi Mumbai, Maharashtra	400706

231	Mumbai	Mahim	P. D. Hinduja National Hospital & Medical Research Centre	8-12, Swatantryaveer Savarkar Rd, Mahim West, Mahim, Mumbai, Maharashtra	400016
232	Mumbai	Santacruz	P.H.Medical Centre	Medical Centre, Sai Rachana Soc, P.H, Juhu Tara Rd, next to SBI Bank, Navyug Colony, Santacruz (West), Mumbai, Maharashtra	400054
233	Mumbai	Malad	Sanjeevani Hospital	Bhavani Chambers, Kedarmal Rd, off Rani Sati Marg, Malad, Malad East, Mumbai, Maharashtra	400097
234	Mumbai	Chembur	Shree Hospital	Kavan 70M (Central Avenue) Near Station, Ambedkar Garden, 19th rd, D Marg, M. S, Chembur, Mumbai, Maharashtra	400071
235	Mumbai	charni road	Sir H N Reliance Foundation Hospital	Raja Rammohan Road, Charni Road, Prarthna Samaj	400004
236	Mumbai	Thane west	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	S.K. Tower, Hari Niwas, LBS Marg, Thane, Maharashtra 400602	400602
237	Mumbai	Andheri East	SRL Diagnostics Ltd (Agilus Diagnostics Ltd)	PLOT No. 88, ROAD No. 15, MIDC ESTATE, ANDHERI (EAST), Mumbai, Maharashtra 400093	400093
238	Mumbai	Chembur	SRV Hospital	Dr Mandakini Parihar Marg, opposite Lokmanya Tilak Terminus, Shell Colony, Tilak Nagar, Chembur, Mumbai, Maharashtra	400089
239	Mumbai	Goregaon West	SRV Hospital	179, Kamal Charan Building, 180, Rd Number 2, Jawahar Nagar, Goregaon West, Mumbai, Maharashtra	400062
240	Mumbai	Kemps Corner	Suburban Diagnostics India Pvt. Ltd.	51, Nepean Sea Rd, opp. Priyadarshini Park, Simla Nagar, Malabar Hill, Mumbai, Maharashtra	400006
241	Mumbai	Chembur	Surana Sethia Hospital	Sion- Trombay Rd, Suman Nagar, Chembur, Mumbai, Maharashtra, 400071	400071

242	Mumbai	Mulund	Upasanni Super Speciality Hospital	Plot No.1109/A Devi Dayal Cross Road, behind Fire Station, P&T Staff Colony, Mulund West, Mumbai, Maharashtra	400080
243	Mumbai	Goregaon	Vrx Healthcare Pvt Ltd	Shop no. 104 & 105, 1st Floor Asmi dreams, SV road, 400104	400104
244	Mumbai Regional Office	Mumbai Central	Wockhardt Hospitals Ltd. (SOBO Unit)	Police Station, 1877, Dr Anandrao Nair Marg, near Agripada, Mumbai Central, Mumbai	400011
245	Nagpur	Dharampeth	Pulse Imaging & Diagnostic Centre	Opp. Rto Office, Amravati Road, Law College Square, Giripeth, 440010	440010
246	Nagpur	Near Nagpur Railway Station	Kings Way Hospital	44, Kingsway, Near Kasturchand Park, 440001	440001
247	Nagpur	Byramji Town	Alexis Multispeciality Hospital Pvt. Ltd.	232, Mankapur, Koradi Rd, Byramji Town, Nagpur, Maharashtra	440030
248	Nagpur	Untkhana Road	Alliance Clinic and Diagnostic Centre	Vinayak Tower, 101, First Floor, 511, Untkhana Road, Near Medical College Road, Nagpur, Maharashtra, 440024.	440024
249	Nagpur	Shankar Nagar	Wockhardt Hospital	Daga College, 1643, Ambazari Rd, beside Lady Amritbai, Shankar Nagar, Nagpur, Maharashtra	440033
250	Nagpur	Nagpur	KIMS Kingsway Hospital	44, Kingsway, Near Kasturchand Park	440001
251	Nagpur	Medical Chowk	Matoshree Diagnostic Centre	1st Floor Above Axis Bank ATM, Opp Sangum Restaurant Medical Square Nagpue	440004
252	New Delhi	Panchsheel Park	Max Hospital	N 110, Block N, Panchsheel Park North, Panchsheel Park, New Delhi, Delhi	110017
253	New Delhi	Punjab Bagh	Express Clinics	Basement 14, West Avenue Road, Punjabi Bagh West New Delhi	110026
254	New Delhi	Defence Colony	Dr Charu Kolhi's Clinic Diagnostic Lab Services	C-234, Block C, Defence Colony , New Delhi	110024



255	Patna	KANKARBA GH	Mediversal Healthcare Pvt Ltd	MEDIVERSAL HEALTH STUDIO, GANDHI MAIDAN (BESIDE MONA CINEMA).	800020
256	Patna	KANKARBA GH	SHRI SAI HOSPITAL	Plot no DS/2, behind Geological Survey Of India, Bihar	800020
257	Patna	Agam kuan	Big Apollo Spectra Hospital	Sheetla Mandir Road, near Sump House, Agam Kuan, Patna, Bihar	800007
258	Patna	Bailey Road	Paras Hospital	Bailey Road, Raja Bazar, 800014	800014
259	Patna	Bihar	Jayprabha Medanta Super Speciality Hospital	Housing Board Colony, Kankarbagh, Patrakar Nagar, Patna, Bihar	800020
260	Pune	Kamla Nehru Park	AG Diagnostics	Bhandarkar Road, Pune	411004
261	Pune	Chinchwad	Aditya Birla Memorial Hospital	Aditya Birla Hospital Marg, Thergaon, Pimpri-Chinchwad, Maharashtra	411033
262	Pune	Kalyani Nagar	N M Medical Centre	Fortaleza, Kalyani Nagar, Pune, Maharashtra 411014	411014
263	Pune	Mayur Colony	P.H Diagnostic Centre- Mayur Colony	Opp. Bank Of Maharashtra, Above Karur Vysya Bank, Karve Road, Mayur Colony, 411038	411038
264	Pune	Chinchwad	P.H Diagnostic Centre	Sai Plaza, Next To Chinchwad Police Station, Chaphekar Chowk, Chinchwad 411033	411033
265	Pune	Viman Nagar	Olive Health Centre	Row House 5, Lunkad Gardens, opposite HDFC Bank, Clover Park, Viman Nagar, Pune, Maharashtra	411014
266	Pune	Hadapsar	P.H Diagnostic Centre	Vishal Ventila, Near Noble Hospital, Hadapsar, 411028	411028
267	Pune	Satara Road	P.H Diagnostic Centre	Lotus Court, Opp Adinath Soc, Pune Satara Road	411009
268	Pune	Kamla Nehru Park	AG Diagnostics	Bhandarkar Road, Pune	411004
269	Pune	Chinchwad	Aditya Birla Memorial Hospital	Aditya Birla Hospital Marg, Thergaon, Pimpri-Chinchwad, Maharashtra	411033

270	Pune	Kalyani Nagar	N M Medical Centre	1st Fortaleza F Annex, Central Ave, Kalyani Nagar, Pune, Maharashtra 411014	411014
271	Pune	Mayur Colony	P.H Diagnostic Centre	Opp. Bank Of Maharashtra, Above Karur Vysya Bank, Karve Road, Mayur Colony, 411038	411038
272	Pune	Chinchwad	P.H Diagnostic Centre	Sai Plaza, Next To Chinchwad Police Station, Chaphekar Chowk, Chinchwad 411033	411033
273	Pune	Viman Nagar	Olive Health Centre	Row House 5, Lunkad Gardens, opposite HDFC Bank, Clover Park, Viman Nagar, Pune, Maharashtra	411014
274	Pune	Hadapsar	P.H Diagnostic Centre	Vishal Ventila, Near Noble Hospital, Hadapsar,411028	411028
275	Raipur	Lalpur	Narayana Hrudayalaya Mmi Hospital	Pachpedi Naka, Dhamtari Road, Lalpur	492001
276	Raipur	VIP Estate	The Apollo Clinic	First Floor, Near Ashoka Ratan, Tiara Complex,	492001
277	Raipur	Raipur	Dr, Ruprela's NMS Diagnostics	Phaphadih Choti Line, Opp. Sai Baba Hospital, Bilaspur Road	492001
278	Ranchi	H.B. Road	Orchid Medical Centre Pvt. Ltd	H.B Road 834001	834001
279	Ranchi	Bariyatu	Pulse Super Speciality Hospital	near, Harihar Singh Road, opposite Petrol Pump, Morabadi, Ranchi, Jharkhand 834009	834009
280	Ranchi	Bariatu	Apollo Clinic (Pranic Diagnostics Pvt Ltd )	Ground floor, Mahal Residency, Bariatu Road, Opp SDA Hospital, Ranchi, Jharkahnd - 834009	834009
281	Reserve Bank Staff College	Chennai	Apollo Hospitals Enterprises Limited	21, Greams Road, Off. Greams Lane	600006
282	Shillong	East Khasi Hills	Supercare Hospital	Sawlad Law-U-Sib Road Demthring, East Khasi Hills District Shillong, Meghalaya - 793021	793021
283	Shillong	Laitumukrah	Nazareth Hospital	Laitumukrah Shillong- 793003;793003	793003
284	Shillong	Shillong	Bethany Hospital	Nongrim Hills, Shillong, Meghalaya	793003

285	Shillong	Demthring, Shillong	Supercare Hospital	Near Transport Office Law-U-Sib Road & Holy Child Road, Sawlad, Near Meghalaya Transport Commissioner Office, Demthring, Shillong, Meghalaya	793021
286	Shimla	Shimla	Tenzin Hospital	NH-22, Bypass Road, Panthaghati, Kasumpti, Shimla, Himachal Pradesh	171009
287	Thiruvananthapuram	Medical College.P.O.,	Ddrc Sri - Trivandrum	Aster Square, Medical College, 695011	695011
288	Thiruvananthapuram	Kumarapuram	Devi Scans Pvt Ltd	Opp Medical College High School, Medical College Kumarapuram Rd, Kumarapuram, Thiruvananthapuram, - 695011	695011
289	Thiruvananthapuram	Chinnakada	Metro Scans And Laboratory	Mediplaza Building, Medical College Po, Medical College - Ulloor Road, Thiruvananthapuram, 695011	695011
290	Thiruvananthapuram	Thiruvananthapuram	Cosmopolitan Hospital	Pottakuzhy Rd, Pattom, Thiruvananthapuram, Kerala	695004
291	Thiruvananthapuram	Thiruvananthapuram	Jubilee Memorial Hospital	GX22+RW8, Sunny Meads Ln, University of Kerala Senate House Campus, Palayam, Thiruvananthapuram, Kerala	695034
292	Thiruvananthapuram	Thiruvananthapuram	PRS Hospital Pvt Ltd.	NH 47, Killipalam, Karamana, Thiruvananthapuram, Kerala	695002
293	Thiruvananthapuram	Anayara	Kerala Institute of Medical Sciences (KIMS)	PB No.1, Anayara, Trivandrum, Kerala	695029

**NOTE:**

(a) Successful Bidder may provide diagnostic centres/ hospitals of own choice over and above the choices of the Bank.

(b) During the policy period, depending on the recommendation from Regional Offices, Bank will be sharing preferred list of centres/ hospitals with the successful bidder, which should be empaneled, if found feasible after evaluation.

**Annex – 6****Section 5: Format of Non-Disclosure Agreement****Non-Disclosure Agreement**

The bidder/Insurance Company shall not disclose directly or indirectly any information, data and / or any detail of the Bank, which may come to the possession or knowledge of the bidder/Insurance Company during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at the times hold the same in strictest confidence. The bidder/Insurance Company shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Bidder/Insurance Company shall not publish, permit to be published, or disclose any particulars of the information without the previous written consent of the Bank. The Bidder/Insurance Company shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Bidder/Insurance Company and the Bank shall be entitled to claim damages and pursue legal remedies.

The Bidder/Insurance Company shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Bidder/Insurance Company's obligations with respect to non-disclosure and confidentiality will survive even after the expiry or termination of this agreement for whatever reason.

Section 6: Integrity Pact (To be submitted as part of Technical Bid) (To be executed on ₹ 500 Stamp paper)

## INTEGRITY PACT

### General

This Pre-Contract Agreement (hereinafter called the Integrity Pact) is made on      day of the month of ----- 2025 between, Reserve Bank of India acting through Chief General Manager, Human Resource Management Department, Reserve Bank of India (hereinafter called the “**PRINCIPAL**” which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the **FIRST PART** and ----- represented by ----- officer (hereinafter called the “**BIDDER**” which expression shall mean and include unless the context otherwise requires, his successors and permitted assigns) of the **SECOND PART**.

**WHEREAS** THE PRINCIPAL proposes to engage the services to manage the **OPD AHC for employees and their eligible spouses of Reserve Bank of India** and the BIDDER has offered to render the said services to the PRINCIPAL and

**WHEREAS** THE BIDDER is a \_\_\_\_\_ (please indicate category e.g. Individual/Partnership/LLP/Company etc.) constituted in accordance with the provisions of relevant law in the matter and the PRINCIPAL is a statutory body performing functions under the Reserve Bank of India Act, 1934 and other relevant legislations.

### **NOW, THEREFORE,**

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the PRINCIPAL to receive the desired services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure

the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption in any form by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

**1. Commitments of the PRINCIPAL**

1.1 The PRINCIPAL undertakes that no official of the PRINCIPAL, connected directly or indirectly with the contract will demand, take a promise for or accept, directly or through intermediaries any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the contract or implementation process related to the contract.

1.2 The PRINCIPAL will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the PRINCIPAL will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

**2.** In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the PRINCIPAL with full and verifiable facts and the same is prima facie found to be correct by the PRINCIPAL, necessary disciplinary proceedings or any other action as deemed fit including criminal proceedings may be initiated by the PRINCIPAL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the PRINCIPAL the proceedings under the contract would not be stalled.

**3. Commitments of BIDDER**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage during any pre-contract or post contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

- 3.1 The BIDDER will not offer, directly or through intermediaries any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL or otherwise in procuring the contract or bearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign Principals or Associates.
- 3.4 BIDDER shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments it has made, is committed to or intends to make to officials of the PRINCIPAL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of service agreed upon for such payments.
- 3.6 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the implementation of the contract.
- 3.7 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.8 The BIDDER shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by the PRINCIPAL as part of the business relationship, regarding plans, technical proposals and business details, including

information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.11 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly, or indirectly with any employee of the PRINCIPAL.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the PRINCIPAL, or alternatively, if any relative of an officer of the PRINCIPAL has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of bid. The term 'relative' for this purpose would be as defined under the Companies Act, 2013.

#### **4. Previous Transgression**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public-Sector Enterprise in India or any Government Department in India that could justify BIDDER exclusion from the bid process/ contract/empanelment.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the bid process, empanelment or the contract and if already awarded can be terminated for such reason.

#### **5. Sanctions for Violations**

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the PRINCIPAL to take all or any one of the following actions wherever required:

- (i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other



BIDDER (s) would continue.

(ii) The Earnest Money Deposit (in pre-contract stage) shall stand forfeited either fully or partially, as decided by the PRINCIPAL and the PRINCIPAL shall not be required to assign any reason therefore.

(iii) To encash the advance Bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the PRINCIPAL, along with interest.

(iv) To immediately cancel the contract, if already signed without giving any compensation to the BIDDER.

(v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the PRINCIPAL resulting from such cancellation/rescission and the PRINCIPAL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

(vi) To debar the BIDDER from participating in future bidding processes for a minimum period of five years, which may be further extended at the discretion of the PRINCIPAL.

(vii) To recover from the BIDDER all sums paid in violation of this Pact by BIDDER to any middlemen or agency or broker with a view to securing the contract.

5.2 The PRINCIPAL will be entitled to take all or any of the actions mentioned above as an offence, as defined in Chapter IX of the Indian Penal Code, 1860 of Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the PRINCIPAL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6. Fall Clause**

The BIDDER undertakes that it has not supplied/is not supplying similar product//service/systems or subsystems at a price lower than that offered in the present contract in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage,

within three months of the commencement of the policy, that similar products/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, than that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the PRINCIPAL, if the contract has already been concluded.

## 7. Independent External Monitors

7.1 The PRINCIPAL has appointed **Shri Nageshwar Rao Koripalli, IRS (Retd)**, 38, The Trails, Manikonda, R.R. District, Hyderabad – 500 089 (email id: [knageshwarrao@gmail.com](mailto:knageshwarrao@gmail.com)) and **Shri Pramod Shripad Phalnikar, IPS (Retd.)**, A-2, 602 Phase -I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra – 411 021 (email id: [pramodphalnikar@gmail.com](mailto:pramodphalnikar@gmail.com)) as Independent External Monitors (hereinafter referred to as **Monitors**) for this Pact.

7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The Monitors shall not be subject to instructions by the representatives of the parties and shall perform their functions neutrally and independently.

7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

7.5 As soon as the Monitors, notice or have reason to believe a violation of this Pact has been committed, they will so inform the appropriate Authority designated by the PRINCIPAL.

7.6 The BIDDER accepts that the Monitors have the right to access without restriction all project documentation of the PRINCIPAL including that provided by the BIDDER. The BIDDER will also grant the Monitors upon their request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is also applicable to sub bidders. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER /sub bidder(s) with confidentiality.

7.7 The PRINCIPAL will provide to the Monitors sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on

the contractual relations between the parties. The parties will offer to the Monitors the option to participate in such meetings.

7.8 The Monitors will submit a written report to the designated Authority of PRINCIPAL /Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the PRINCIPAL /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

### **8. Facilitation of investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the PRINCIPAL or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

### **9. Law and Place of Jurisdiction**

This Pact is subject to Indian laws. The place performance and jurisdiction is Mumbai

### **10. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or original proceedings.

### **11. Pact Duration**

11.1 The validity of this Integrity Pact shall be from date of its signing and expires for the BIDDER 12 months after the last payment under the contract, and for all other BIDDERS 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the BIDDERS and exclusion from future business dealings.

11.2 If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by the PRINCIPAL.

**12.** The person signing this Integrity Pact shall not approach the courts while representing the matters to Monitors and he/ she will await their decision in the matter.

13. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on DD/MM/YYYY.

**PRINCIPAL**

**BIDDER**

Chief General Manager  
Human Resource Management Department  
Reserve Bank of India  
Central Office Building  
21st Floor, Shahid Bhagat Singh Marg,  
Mumbai-400001

Name of the Authorised Signatory  
Designation

Name of the Applicant

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**Witness**

**Witness**

1. \_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

2. \_\_\_\_\_

**Annex – 8****Section 7: Declaration of Commercial Bid on ₹500 Stamp Paper (To be submitted as part of the Commercial Bid)****DECLARATION OF COMMERCIAL BID**

We hereby confirm that we have gone through the scope of RFP and confirm acceptance of the terms and conditions stated therein. We also confirm that we have underwritten contract rates are on the basis of scope of work and package details and incorporating all costs under policy outgo. We accept that the quote submitted is based on necessary internal approval of Competent Authority and shall not change the quote after bid submission and opening of the price bid. The quote shall be valid for the entire policy/contract period i.e., from April 01, 2025, to March 31, 2026 and for the renewal periods as well in case of extension of the contract

Decision of Reserve Bank of India shall be final and binding in case of any deviation.

Date

Signature with seal

Name:

Designation:

**Format for declaration on Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013 (To be part of the Service Level Agreement (SLA))**

1. The Service Provider shall comply with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
2. In case of any complaint of sexual harassment against an employee or any representative of the Service Provider, the complaint will be filed before the internal complaints committee constituted by the service provider and the service provider shall ensure appropriate action under the said Act in respect to the complaint.
3. In case of any complaint of sexual harassment against an employee of the Service Provider within the premises of the Bank, a complaint will be filed before the Central Complaints Committee/ Complaints Committees constituted by the Bank under the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”.
4. Any complaint of sexual harassment from any aggrieved employee of the Service Provider against any employee of RBI shall be taken cognizance of by the Central Complaints Committee/ Complaints Committees constituted by the Bank under the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”.
5. The Service Provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the service provider, for instance any monetary relief to RBI employee, if allegations under the complaints are proved.
6. The Service Provider shall be responsible for the educating its employees and representatives about prevention of sexual harassment at workplace and related issues.
7. The Service Provider shall provide a complete and updated list of its employees and representatives who are deployed within RBI premises.

**DECLARATION CERTIFICATE**  
**(only from Wellness Service Providers)**

I / We do hereby declare that there is no case pending with the Police / Court / SEBI / Regulatory authorities against the proprietor / firm / partner / employee.

Also, I / We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking / SEBI / Autonomous Body / Financial Institution / Court.

We certify that neither our company nor any of the directors/key managerial personnel are involved in any scam or disciplinary proceedings, criminal proceedings settled or pending adjudication.

We hereby undertake and confirm that we have understood the scope of work properly and will carry out the work as mentioned in this RFP.

**Signature of the Authorised Signatory with Seal**

