



RFP for Engagement of IRDAI licensed Insurance Companies operating in India to manage the OPD (Annual Health Checkup) Programme for employees and their spouses of Reserve Bank of India

**NOTICE INVITING TENDER (NIT)
(Only through e-tendering)
SCHEDULE OF TENDER (SOT)**

Tenders are invited by the Reserve Bank of India from IRDAI licensed Insurance Companies operating in India to manage the OPD (Annual Health Checkup) Programme for employees and their spouses of Reserve Bank of India. Only those bidders fulfilling the pre-qualification criteria are eligible to participate in this tender.

The “Request for Proposal” (RFP) for the project is available on the Bank's website (www.rbi.org.in) under Tenders Section. Interested bidders are requested to refer to the said RFP. Bids, made strictly as per provisions of the RFP document, should be submitted online.

(a)	e-Tender No.	RBI/Central Office/Human Resources Management Department(HRMD)/1/21-22/ET/259
(b)	Mode of Tender	e-tendering system Online Part I - Technical Bid Online Part II - Commercial Bid
(c)	View Tender Date & Time on MSTC portal	11.30 hrs. on November 16, 2021
(d)	Date & time of NIT available to parties to download	10.00 hrs. on November 17, 2021
(e)	Date & time of opening of e-Tender for submission of online Technical Bid and Commercial Bid at www.mstcecommerce.com/eprochome/rbi	10.00 hrs. on November 17, 2021
(f)	Date & time of closing of online e-Tender for submission of on line Technical and Commercial Bid	17.00 hrs. on November 26, 2021
(g)	Date & time of opening of Part I (i.e. Technical Bid) (Date of opening of Part II Commercial Bid shall be informed separately)	11.00 hrs. on November 29, 2021

REQUEST FOR PROPOSAL
for the
Engagement of IRDAI licensed Insurance Companies operating in India to
manage the OPD (Annual Health Checkup) Programme for employees and
their spouses of Reserve Bank of India



RESERVE BANK OF 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. 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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SECTION I: INTRODUCTION & INSTRUCTIONS FOR PROPOSAL

This is an e-procurement event of Human Resource Management Department, 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 an online bid. Tenderers who do not comply with the conditions enumerated in the Eligibility Criteria and Technical Bid (accompanied by documentary evidence, wherever required) will not qualify in the Tender for opening of Commercial Bid.

Introduction

1. The Reserve Bank of India hereafter referred to as 'the Bank' is the Central Bank of India with its Central Office at Mumbai. It has offices across the country at 31 centres with total of around 12,599 employees. About 9,107 spouses would also to be included in total number of lives.
2. The Bank has authorized Global Insurance Brokers Private Limited to solicit proposals through a two-stage bidding process (comprising Technical and Commercial Bids) from IRDAI licensed Insurance companies operating in India for managing the OPD [Annual Health Checkup (AHC)] Programme for employees and their spouses of the Bank.
3. All entries in proposal should be entered in online Technical and Commercial Bid formats without any ambiguity.
4. Technical Bid will be opened on the date and time specified in NIT. Top five bidders, based on score in Technical Bid calculated offline, will be invited to make a presentation. Commercial Bid of only these five bidders will be opened thereafter.
5. Bidders are instructed to use "Upload Documents" link in "My Menu" to upload documents in document library. Multiple documents can be uploaded. Maximum permissible size of each document is 5MB. Once the documents are uploaded in the library, bidders can attach them through "Attach Document" link against the particular tender. Please note that if the documents are not attached to a tender, the same cannot be downloaded by the Bank and it will be deemed that the bidder has not submitted the documents. For any assistance follow instructions of the vendor guide of MSTC.
6. All notices and correspondence to the bidder/s shall be sent by email only, till finalization of tender by the Bank and MSTC. Hence, the bidders are required to ensure that the email addresses provided by them are valid and updated with MSTC. Bidders are also requested to ensure validity of their Digital Signature Certificate (DSC). Only one valid DSC should be registered by a bidder.
7. At any time, prior to the deadline for submission of the proposal, the Bank may at its sole discretion, modify the RFP. Please note that there is no provision to extract a list of parties downloading the RFP/ tender document from the portal mentioned in NIT. As such bidders are requested to regularly visit the portal before the due date of opening of the tender to ensure that they have not missed any corrigendum uploaded against the said RFP after downloading the document. The responsibility of downloading the related corrigendum, if any, will be of the bidder only.

No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer/s who have downloaded the documents from the portal. Please see the portal www.mstcecommerce.com/eprhome/rbi of MSTC Limited.

8. The Bank reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons.
9. E-tender cannot be accessed after the due date and time mentioned in NIT.

Bidding in e-Tender

1. Bidders should log into the MSTC portal in advance so as to ensure a timely bid submission. Responsibility for any delays shall lie with bidders.
2. Bidder/s need to submit the requisite transaction fees to MSTC for the e-Tender which is nonrefundable.
3. The process involves electronic bidding for submission of Technical and Commercial Bids.
4. Only those bidder/s who have submitted the above fees can submit their Technical Bid and Commercial Bid online at MSTC portal www.mstcecommerce.com – e-procurement *PSU/Govt. Depts *RBI Login *My Menu *Auction Floor Manager *Live Event *Selection of Live Event *Technical Bid.
5. In all cases bidders should use their own email IDs and passwords along with digital signatures at the time of submission of their bids.
6. During the entire e-Tender process, the bidders shall ensure strict anonymity.
7. The e-Tender floor shall remain open for such duration as prescribed in the RFP.
8. All electronic bids submitted, using valid DSC, during the e-Tender process shall be legally binding on the bidders. A bid made by a bidder and accepted by the Bank shall form a binding contract between the Bank and the Bidder. The successful bidder shall be referred to as Vendor.

Bids submitted without DSC shall be rejected. Bank reserves the right to cancel, reject, accept, withdraw or extend tender in full or part as the case may be without assigning any reason therefor and without incurring any liability to the affected Respondent(s) or any obligation to inform the affected Respondent(s) of the grounds for such decision.
9. No deviation of the terms and conditions of the tender document is acceptable. Submission of a bid is an implied acceptance of terms and conditions of the tender.
10. Unit of Measure (UOM) is indicated in the e-Tender Floor. Rate to be quoted should be in Indian Rupees as per UOM indicated in the e-Tender Floor/ tender document.
11. The selection of the bidder resulting from this open e-Tender shall be governed by the terms and conditions of this tender document.
12. No deviation from the technical and commercial terms and conditions is allowed.
13. The Bank has the right to cancel this e-Tender or extend the due date of receipt of bids without assigning any reason therefor.

14. The online tender should be submitted strictly as per terms and conditions and procedures laid down on the portal www.mstcecommerce.com/eprochome/rbi of MSTC Limited.
15. Bidders must upload all the documents required as per terms of NIT. Any other document so uploaded which is not required as per terms of NIT shall not be considered.
16. The bid will be evaluated based on the filled-in technical and commercial formats.
17. Documents uploaded by bidder/s will be scrutinized. In case the information furnished by the bidder is found to be false during scrutiny, punitive action may be taken against such defaulting bidder/s.
18. The Bank intends to select only one bidder by issue of Request for Proposal. The Bank will execute a contract with the selected bidder.
19. During pre-qualification and evaluation of e-Tender, the Bank may, at its discretion, ask bidders for clarifications on their proposals. The bidders must respond to these requests within the time frame prescribed by the Bank.
21. The proposal may be uploaded along with a covering letter accompanied by information/ documents indicated in the Annex and Declaration signed by the authorized signatory with seal of the bidder. All the pages are required to be signed with date.
22. The initial period of policy will be effective from January 01, 2022, till December 31, 2022. However, the Bank intends to align all their insurance policy renewals with the financial year (April 01 to March 31). Therefore, in order to meet the above requirement, this insurance programme may either be closed on March 31, 2022 and fresh policy to be issued from April 01, 2022 to March 31, 2023 OR may remain valid till December 31, 2022 and Bank may extend the policy for 3 months i.e. up to March 31, 2023 on same package rates and terms and conditions.
23. The tenure of the contract may be renewed for one year subject to review and satisfactory performance.

Contact Persons

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Questions concerning the RFP, or its attachments can be directed to *Mr. Niall D'souza, Ms. Babita Bangera and Ms. Meenakshi Iyer of Global Insurance Brokers Private Limited with email subject line: RBI - QUESTION CONCERNING RFP FOR ENGAGEMENT OF IRDAI LICENSED INSURANCE COMPANIES FOR MANAGING OPD (ANNUAL HEALTH CHECKUP) PROGRAMME FOR EMPLOYEES AND THEIR SPOUSES OF RESERVE BANK OF INDIA FOR 2022-23.*

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No questions concerning the RFP are to be directed to RBI and no answers will be provided over the phone. Please submit all questions in writing by email to Global Insurance Brokers Private Limited. Insurance Broker will send a written response by email to substantive questions.

RBI and Global Insurance Brokers Private Limited assume no responsibility or liability for any costs you may incur in responding to this RFP, including attending meetings, site visits, etc.

SECTION II: ELIGIBILITY OF BIDDERS

The bidder must satisfy the following **pre-qualification criteria** to apply for engagement. Only the bidders satisfying the following criteria are eligible to submit the Proposal for RFP.

- a. The Bidder can be Non-life and Health Insurance Company registered with Insurance Regulatory and Development Authority of India (IRDAI).
- b. The bidder should be presently handling similar programmes for at least one corporate client with coverage of at least 10,000 members during last five years.
- c. The bidder should have a direct employee base (excluding contract and sub-contract employees) of more than 500 employees, with exclusive team under Health and Wellness in India.
- d. The bidder should have a pan India presence with mandatory offices in Mumbai, Kolkata, Chennai, Delhi, Bangalore, Hyderabad, Pune, Ahmedabad, Nagpur, Lucknow.

Integrity Pact

The bidder shall also submit PRE-CONTRACT INTEGRITY PACT along with the Technical Bid as prescribed by the Government of India (**Section VI**) 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. Bid submitted without PRE-CONTRACT INTEGRITY PACT shall not be considered.

The Bank has appointed **Shri Vishwanath Giriraj, IAS (Retd), Mumbai and Shri Divya Prakash Sinha, IPS (Retd)** as Independent External Monitors (IEM), who shall independently, neutrally and objectively review whether and to what extent the parties comply with the obligations under the pact.

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.

SECTION III: 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](#) shows region-wise approximate number of employees and their spouses to be covered, [Annex 4](#) shows the list of tests to be covered).
2. Making arrangements with various diagnostic centers (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 vendor 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 Bank within 30 days of policy inception.
 - d. Post screening feasibility for (a) and (b), bidder should ensure 75% centres from the eligible list are empaneled with them for smooth servicing of the policy.

Note:

- a. During the policy period, depending on the timely recommendation from Regional Offices, the Bank will be sharing preferred list of diagnostic centres/ hospitals with the successful bidder, which should be empaneled, if found feasible after evaluation.
 - b. In the event of false or incorrect medical reports (proven appropriately), the bidder will be expected to reschedule the appointment and conduct the applicable test at “No-extra cost” to the Bank.
3. Communication to all employees should be made sufficiently in advance, preferably within 48 hrs. and other details including the complete health check-up plan, process etc.
 4. 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.
 5. Initiatives to be taken such as health talks, promotional SMS messages to increase employee engagement in this programme.
 6. Serving as single point of contact and facilitating annual health checkup of all eligible employees and their spouses including fixing up appointments(online/offline) as per request made by them, ensuring efficient

service by the designated diagnostic centers/hospital, delivering soft and hard copy of reports etc., **to employees and their spouses ONLY.**

7. Serving as single point of contact to facilitate payments and also escalations. Bank will release payments as per actual number of health checkups undergone at the end of every month against submission of an invoice/bill giving details of the employees/spouses covered during the month.
8. Sharing consolidated data of status of health check-up done (utilization MIS) every month showing status for the previous month.
9. Facilitating comprehensive reporting on a monthly and on ad-hoc basis.
10. Collating written feedback for the services and submitting the report on monthly basis.
11. The data collected, or test results should not be shared with anyone other than the concerned employee or the spouse.

SECTION IV - ASSESSMENT CRITERIA

(A) Proposal Requirements

1. You may note that for the purpose of the engagement of the bidder, a two-stage bidding process will be followed. The response to the present tender will be submitted over MSTC portal in two parts, i.e., Technical Bid and Commercial Bid. The Technical Bid will contain 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 commercial information. A Technical Bid found to be containing any price related information, would be disqualified and would NOT be processed further.**

2. Your response should be organized into the following sections:

Section 1 - Executive Summary / Introduction

Section 2 - Proposal Compliance Letter

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

Section 3 - Technical Bid (as per [Annex 1](#) of this RFP)

Section 4 - Integrity Pact (to be executed on stamp paper as per Section VI)

Section 5 - Commercial Bid (as per [Annex 2](#) of this RFP)

Cost per employee to be quoted.

Section 6 - Items included with Proposal

3. All proposals received will be opened online in front of an internal committee constituted for this purpose in the Bank in the presence of representatives of bidder if they choose to remain present. Top five bidders from amongst the qualified bidders will be called for a presentation to be given to the Evaluation Committee constituted for the purpose. In case of a tie, all eligible bidder(s) up to fifth place will be called for presentation.
4. The presentation should cover all aspects included in the scope of work detailed in Section III of this RFP. Bidders may include specific value propositions/additions that they wish to provide. Bidders may also give complete details of their organizational structure, number of offices in India, experience in handling similar programmes for, including those of PSUs which will be considered by the committee for evaluation. The presentation should also cover all the aspects mentioned at item III (Details of Capabilities) in Annex I.
5. The Commercial Bids of the successful bidders will be opened online in front of the internal committee formed for the purpose. A final decision on the successful bidder will be taken on techno-commercial evaluation in which the technical parameters,

presentation and commercial bids would be given a weightage of 20%, 40% & 40% respectively.

(B) Important Terms

Quotes: The rates quoted must be final.

Insurance policy should not have a cancellation clause.

(C) Process to be adopted for Evaluation of the Bids

1. As mentioned above, the evaluation of the bids received will be made on the basis of a techno-commercial evaluation which will be done with 60% weightage for the technical component (technical parameters and presentation) and 40% weightage for commercial component.
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 an internal bid opening committee and Technical Bids in respect of only those bidders who fulfill the eligibility criteria indicated in the Section II of this RFP will be considered for technical evaluation. The eligible Technical Bids will be evaluated on the basis of technical details and the points to be awarded as per the following table: -

Evaluation Criteria for Technical Bids

Sr. No.	Criterion	Points	Total
1.	Number of Years Since License given by IRDAI as on 31-03-2021		10
	Upto 5 years	4	
	More than 5 years and up to 10 Years	6	
	More than 10 years and up to 15 Years	8	
	Above 15 Years	10	
2.	Paid up capital (INR in Crore) as on 31-03-2021		10
	Up to 100 crores	4	
	More than INR 100 up to INR 500 crore	6	
	More than INR 500 up to INR 999 crore	8	
	More than INR 999 crore	10	
3.	Gross Total Premium underwritten within India (INR in Crores) as on 31-03-2021		10
	Upto INR. 500 Crores	4	
	More than INR.500 Crore up to INR.750 Crore	6	
	More than INR.750 Crore up to INR.1000 Crore	8	
	More than INR. 1000 Crore	10	
4	Number of employees		10
	Upto 500	4	
	More than 500 and upto 1000	6	
	More than 1000 and upto 1500	8	
	More than 1500	10	
5	Overall presence in RBI locations *		20

	Up to 10	5	
	More than 10 and upto 20	10	
	More than 21 and upto 30	15	
	More than 30	20	
6	Number of corporate clients covered under similar OPD health-check-up programmes		10
	One (1) client	4	
	Two (2) clients	6	
	Three (3) clients	8	
	Four (4) clients or more	10	
7	Technology platform for administrating this programme		10
	Yes	10	
	No	0	
8.	Number of corporate clients the bidder has serviced for similar OPD health check-up programmes with coverage of at least 10,000 lives for last three financial years.		20
	One (1) client	5	
	Two (2) clients	10	
	Three (3) clients	15	
	Four (4) clients	20	

* Locations where RBI has its offices will be considered ([Annex 3](#)). Resources of sister concerns/partners will not be considered.

3. Bids will be ranked on the basis of the technical scores.
4. In the second stage of technical evaluation, top five bids will be selected 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 bidder(s) up to fifth place will be called for presentation. The internal committee will rank the presentations.
5. The Commercial evaluation would be done by opening Commercial Bids of those bidders, who have qualified through the above process on the basis of evaluation of their Technical Bids (including presentation). **The commercial component would have 40% weightage and commercial bidder quoting the lowest rate per person would be treated as C_{Low}. The commercial bid score would be arrived at by applying the formula (C_{Low}/C)*40. For the purpose of calculation of C_{Low}, the grand total indicated in [Annex 2](#) will be considered.**
6. A final decision will be taken on techno commercial evaluation in which the technical parameters, presentation and commercial bids would be given weightage of 20%, 40% & 40% respectively.

(D) Reserve Bank of India reserves the right to

- Reject any or all responses received in response to the RFP without assigning any reason whatsoever.

- Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
- Waive or Change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change / waiver would be duly and publicly notified on the Bank's website before the closure of the bid date.
- Extend the time for submission of all proposals and such an extension would be duly communicated to all bidders.
- Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to execute a contract with the Bank within a specified time frame.
- Select the bidder even if a single bid is received as response.
- 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.

(E) Bid Submission

Technical and Commercial Bids would be submitted on the MSTC portal.

Part 1 – **Technical Bid** to be online.

Part 2 – **Commercial Bid** to be online

(F) RFP Terms and Conditions

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

- (a) **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 RBI all information which could reasonably be regarded as affecting, in any way, RBI's evaluation of the response;
 - (ii) all information contained in the bidder's response is true, accurate and complete
 - (iii) and not misleading in any way;
 - (iv) 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 commercial condition or upon RBI's reputation if the Response is successful;
 - (v) the Bidder will immediately notify RBI of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or Commercial condition, or RBI reputation or render the Bidder unable to perform its obligations under the contract with the Bank, if any or have a material adverse effect on the evaluation of responses by the Bank; and
 - (vi) the Bidder has not and will not seek to influence any decisions of RBI during the evaluation process or engage in any uncompetitive behaviour or other practice which may deny legitimate business opportunities to other Bidders.
- (b) **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 RBI in whole or part. RBI however, will not disclose the information provided by Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law. Additionally, at any point of the evaluation and selection process, RBI will require the Bidder to execute an NDA if the Bidder has not executed an NDA with RBI previously.
- (c) **Disclaimer**- All reasonable care has been taken in compiling this bid document. The figures, documents and details are presented in good faith. However, no warranty or guarantee (express or implied) is given by RBI as to the completeness

or accuracy of the document or any information provided in or in connection with it. To the maximum extent permitted by law:

RBI, its officers, employees, consultants, advisors 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, any information including statements, estimates, or projections contained in this bid document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, Consultants, agents or advisors; and

each bidder releases and indemnifies RBI 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.

- (d) This RFP is not an offer to contract, nor should it be construed as such; it prescribes specific requirements of the Bank and is an invitation to recipients to submit a responsive proposal addressing such requirements. RBI reserves the right to make no selection and enter into no agreement under this RFP. Only the execution of a written agreement between the Bank and the finally selected bidder will obligate RBI in accordance with the terms and conditions of the said agreement.
- (e) It is clarified that the bidder's response to this RFP constitutes an offer to do business on the terms stated in the said response. Should a contract be awarded to the selected bidder, RBI may, at its option, incorporate all or any part of the response to this RFP in the contract. RBI reserves the right to accept your offer without further discussions and without giving any additional opportunity to amend, supplement or revise the submitted offer.
- (f) Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their representatives or published on the Bank's website. It is also understood and agreed by the bidders that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.
- (g) **RBI's right to verify** - RBI reserves the right to conduct a site survey or obtain other evidence of facilities, resources, integrity, managerial, commercial and financial performance abilities prior to announcing the successful Bidder or awarding the contract under this evaluation process.
- (h) **Commercial documents** - RBI may request additional Commercial/ business information from the Bidder at its discretion.
- (i) **Selection criteria** - The selection criteria, inquiries, questions or information put forth in the response are meant to be provided and established through the details submitted by the bidder in the Technical Bid.

- (j) **Termination/or suspension of evaluation process** - RBI 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. The Bank, however, is not obliged to provide any reasons therefor.
- (k) **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, RBI may at any stage of the evaluation process:
- i. Require additional information from a Bidder;
 - ii. Change the structure and timing of the evaluation process;
 - iii. Terminate further participation in the evaluation process by a Bidder;
 - iv. Negotiate with more than one Bidder;
 - v. Terminate negotiations being conducted with a Bidder;
 - vi. Vary or extend the timetable and evaluation process;
 - vii. Accept any non-complying Response; or
 - viii. Vary the terms and conditions of the evaluation process, the RFP or specifications or requirements at any time.
 - ix. Waive any requirement of the RFP per its sole discretion where the best interest of the Bank would be served by such a waiver.
 - x. Right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc.
- (l) **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) contemplated under and related to this RFP. If selected, the Bidder shall at its own expense register the contract by paying the applicable stamp duty. The first page of the contract shall be on the stamp paper of the appropriate value.
- (m) **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 RBI in writing;
 - ii. It has made its own inquiries regarding 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 does not constitute a representation that such trends will continue into the future or recur. Nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.
- (n) **RBI's right to vary** - RBI reserves the right to vary any aspect of this evaluation process or RFP without any liability to bidders. The Bank shall notify bidders of any such variance.

(o) Incorporation of Responses into agreement - The Successful Bidder shall execute an agreement with the Bank. RBI may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder in to the final RBI agreement. RBI may require a successful Bidder to submit, before negotiation of the RBI agreement, details of issues which may affect their ability to act as a Bidder.

(p) 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.

Further, in event of an inconsistency between the terms of this RFP and those of the resultant contract executed with the successful bidder, the terms of the contract shall prevail.

(q) 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 shall be in English. The decision of majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Bank and the Bidder/ Consultant. However, the expenses incurred by each party in connection with the preparation shall be borne by the party itself.

(r) Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated at Mumbai only.

(s) The evaluation process as communicated earlier shall continue without any changes.

(t) In the event that a bidder elects not to respond to this RFP, the restrictions shall continue to apply to the use or disclosure of the information.

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.

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.

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.

SECTION V – ANNEX & DECLARATION

Annex 1

Part 1 - Technical Bid for engagement of IRDAI licensed Insurance Companies operating in India to manage the OPD (Annual Health Checkup) Programme

The Technical Bid comprises of the following:

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

(I) Commercial and other parameters of the company

Sr. No.	Particulars	Answers	Documents required in support of the requirement
1	Name of the company		Copy of Certificate under Companies Act
2	Registered office address		
3	Name and contact details of person making the submission		
	Name		
	Designation		
	Address		
	Telephone		
	E-mail address		
	Company website		
4	Number of Years Since License given by IRDAI (as on 31.03.2021)		
5	Paid up Capital (in Crore)		Submit the copy of audited balance sheet for the Commercial year 2020-21
6	Gross Total Premium underwritten within India (INR in Crores) as on 31-03-2021		Submit the copy of audited balance sheet for the Commercial year 2020-21
7	Direct Employee Strength (excluding contract and sub-contract employees)		Auditor's Certified Copy

8	No. of Offices (list of offices to be given)		Auditor's Certified Copy
9	No. of Corporate Clients		Auditor's Certified Copy
10	Out of above No. of corporate clients having coverage of more than 10,000 people (Details to be given) \$		Auditor's Certified Copy
11	Details of Public Sector Companies if any being served as your client		Auditor's Certified Copy
12	Technology platform for administrating this programme		Auditor's Certified Copy

\$(Details of number of people served under wellness to be given)

(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	Tel 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. Data security/confidentiality

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

4. 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.

5. Volume handling capacity

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

6. Compliance related documents

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

7. Organizational Chart/Escalation Matrix

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

Part 2 - Commercial Bid for engagement of IRDAI licensed Insurance Companies operating in India to manage the OPD (Annual Health Checkup) Programme

Rates in Indian Rupees (₹)

Package	Age Group	DC (A)		Hospital (B)		
Below 40						
		Nos.	Rate	Amount	Rate	Amount
Base	Male	(5524)				
Base	Female	(5035)				
40 & Above						
Base + DBD	Male	(5821)				
Base + DBD	Female	(5326)				
Base + Sono-Mammography	Female	(5326)				
Base + DBD + Sono-Mammography	Female	(5326)				
Total						
Grand Total (A+B)						

Total in words: Rupees _____

Note:

1. The quantum of lives is 12,599 employees and 9,107 spouses (data as on September 30, 2021) 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 75% of employees /spouses had undergone the annual health check-up.
2. Rates in all the rows must be filled by the tenderer, 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).
3. Commercial Bid should be valid for a period of 15 months effective January 1st, 2022.
4. Commercial Bid should be quoted inclusive of all charges as per IRDAI and **applicable GST**.
5. Commercial Bid should be quoted for all coverages, terms and conditions, features etc. as mentioned in the RFP.

DECLARATION CERTIFICATE

I/We do hereby declare that _____
(name of bidder/ service provider/ vendor) there is no case pending with
any regulatory / statutory bodies.

Also I / We have not been suspended / delisted / blacklisted by any
regulatory / statutory bodies.

We certify that neither our firm nor any of the partners are involved in any
scam or disciplinary proceedings settled or pending adjudication.

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

Signature of the Authorized Signatory with Seal

Annex 3

Centre	Employee		Spouse		Grand Total
	Female	Male	Female	Male	
Agartala	5	18	12	3	38
Ahmedabad	121	331	256	74	782
Aizawl		22	11	0	33
Bengaluru	178	403	305	113	999
Bhopal	74	298	215	31	618
Bhubaneswar	44	259	198	17	518
Chandigarh	104	307	223	58	692
Chennai	255	488	397	160	1300
Dehradun	20	60	43	9	132
Gangtok	3	17	12	1	33
Guwahati	65	288	198	27	578
Hyderabad	140	340	269	83	832
Imphal	5	18	11	1	35
Jaipur	74	282	230	36	622
Jammu	40	195	142	23	400
Kanpur	73	319	256	24	672
Kochi	28	43	39	23	133
Kolkata	154	612	534	88	1388
Lucknow	60	279	213	20	572
Mumbai	994	3084	2262	609	6949
Mumbai-DICGC	22	35	17	14	88
Nagpur	92	343	282	53	770
Navi Mumbai	48	179	123	25	375
New Delhi	214	522	432	149	1317
Panaji	5	32	25	4	66
Patna	62	311	247	27	647
Pune	36	74	68	27	205
Raipur	13	40	32	10	95
Ranchi	14	39	31	7	91
Shillong	5	20	13	4	42
Shimla	3	36	20	1	60
Thiruvananthapuram	110	244	185	85	624
Grand Total	3061	9538	7301	1806	21706

Annex 4

Below 40 (Base Package)	
Male	Female
Complete blood count with Hb	Complete blood count with Hb
BP, Pulse, Height, Weight	BP, Pulse, Height, Weight
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, GGT)	Liver Profile (Total Bilirubin, Direct/Indirect, SGOT, SGPT, Total Proteins, Alkaline Phosphate, GGT)
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

Age 40 & Above (Base Package)	
Male	Female
Complete blood count with Hb	Complete blood count with Hb
BP, Pulse, Height, Weight	BP, Pulse, Height, Weight
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, GGT)	Liver Profile (Total Bilirubin, Direct/Indirect, SGOT, SGPT, Total Proteins, Alkaline Phosphate, GGT)
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
Prostate Specific Antigen	PAP Smear

Optional Tests (Only for age 40 & above)

Dexa Bone Densitometry (For male & female)
Sono-Mammography (for female)

General

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

Annex 5

RBI provided list of DC and Hospitals.

Sr. No.	Centre	Location/ Area	Provider name (Hospital/DC)	Address of Provider	Pin code of Provider
1	Agartala	Agartala	ILS Hospitals	Capital Complex Extension, P.O. New Secretariat, Agartala	799010
2	Ahmedabad	S.G Highway	Curovis Healthcare Pvt. Ltd	B-Block, Safal Mondeal, Bodakdev, S.G Highway, Ahmedabad – 380054	380054
3	Ahmedabad	S.G Highway	Unihealth- A Division Of USLL	1, Ground Floor, ISCON Elegance, B/H Jain Temple, Prahladnagar Cross Road, S.G. Highway, Ahmedabad – 380051	380051
4	Ahmedabad	Thaltej	S.A.L Hospital And Medical Institute	Opp. Doordarshan Tower, Drive-In-Road, Thaltej	380054
5	Ahmedabad	Main Branch	Apollo Hospital International Limited	Plot. 1A, Gidc Estate, Bhat, Ahmedabad – 382428	382428
6	Ahmedabad	Apollo City Centre Branch	Apollo Hospitals International Limited (Apollo City Centre)	1, Tulsibaug Society, Opposite Doctor House, Near Parimal Garden, Ellisbridge, Ambavadi, Ahmedabad – 380006	380006
7	Ahmedabad	Ambawadi	SRL Diagnostics	101 to 108, The Grand Mall, S M Road, Ambawadi, Ahmedabad - 380006, Near C N Vidhyalaya, Opposite Sbi Zonal Office	380006
8	Ahmedabad	Nikol	Kanba Hospital	33/4 Opp. Abjibapa Green Avenue, Near Anjana Chowk, Nikol	382350
9	Ahmedabad	Memnagar	Sterling Hospital	Sterling Hospital Road, Gurukul, Memnagar,	380052

				Ahmedabad - 380052	
10	Ahmedabad	Shahibaug	BAPS Yogiji Mahraj Hospital	Pramukh Vatika, Opp Baps Swamy Narayan Temple, Near Police Commissioner Office, Shahibaug	380004
11	Ahmedabad	Ellisbridge	HCG Hospitals	Mithakhali Six Rd, kalyan Society, Maharashtra Society, Ellisbridge	380006
12	Aizawl	Aizawl AMC	Ebenezer Medical Center	Chawnpui Veng, Aizawl -796009	796009
13	Bengaluru	Jaya Nagar	Narayana Multispeciality Clinic	No.108, Uday House, 30th Cross, 8th B Main Road, 4th Block, Jayanagar, Bengaluru, Karnataka 560011	560025
14	Bengaluru	Sarjapur Main Road	Narayana Multispeciality Clinic	83/3, Doddakannelli, Sarjapur Main Road, Near Wipro Gate, Bengaluru, Karnataka 560035	560035
15	Bengaluru	HSR Layout	Narayana Multispeciality Clinic	B 43/A, 1st Floor, BDA Complex, Sector 6, HSR Layout, Bengaluru, Karnataka 560102	560102
16	Bengaluru	Electronics City Phase 1	Narayana Multispeciality Clinic	Ground Floor, SJR Equinox, Velankani Drive, Electronics City Phase 1, Electronic City, Bengaluru, Karnataka 560100	560100
17	Bengaluru	Whitefeild	Narayana Multispeciality Clinic	#189, Ground Floor, A Block, Kundalahalli Main Road, Near CMRIT College, AECS Layout	560037
18	Bengaluru	Indiranagar	Aarthi Scans	499, CMH Road, Indra Nagar, 560011	560011
19	Bengaluru	Bda Complex	Kanva Diagnostic Services Private Limited	No,744. 11Th Block, 2Nd Stage, Near Bda	560072

				Complex, Nagarbhavi-560072	
20	Bengaluru	Electronic city-2	Narayana Multispeciality Clinic	no.162, vadana west ridge plaza, niladri road, dottathogur village, Electronics City Phase 1, Electronic City	560100
21	Bengaluru	Whitefield Main Road	Narayana Multispeciality Hospital - Whitefield	Plot No. 3 & 4, Sadaramangala Industrial Area, Whitefield Main Road	560048
22	Bengaluru	Millers Road	Vikram Hospital (Bengaluru) Private Limited	No.71/1, Millers Road, Opp. St. Anne'S College	560052
23	Bengaluru	Shivaji Nagar	Anand Diagnostics	Aanand Tower, Bowring Tower, 54, Bowring Hospital Rd, Shivaji Nagar, Bengaluru, Karnataka	560001
24	Bengaluru	Vasanth Nagar	Sparsh Hospital and Advanced Surgeries	SPARSH Super Speciality Hospital, 146, Infantry Rd, Vasanth Nagar, Bengaluru, Karnataka	560001
25	Bengaluru	Vasanth Nagar	Fortis Hospital Limited	14 Cunningham Road near Sigma Central Mall, Vasanth Nagar, Bengaluru, Karnataka	560052
26	Bhopal	Arera Colony	National Hospital	E-3/ 61, Arera Colony, Opp. Old Campion School Ground ,Bhopal	462016
27	Bhopal	Arera Colony	Narmada Advanced Trauma & Critical Care Institute	E-3/23, Arera Colony, Opp. Habibganj Railway Station ,Bhopal	462016
28	Bhopal	Shahpura	Bansal Hospital	C- Sector, Shahpura, Near Manisha Market, Bhopal	462016
29	Bhubaneswar	Kalinganagar	SUM Ultimate Medicare	K8 Kalinga Nagar, Ghatikia, Bhubaneswar, Odisha 751003	751003

30	Chandigarh	Chandigarh	Atulaya Healthcare	House Number 11, Sector 11A, Chandigarh	160011
31	Chandigarh	Chandigarh	Fortis Medical Centre	SCO. 11, Sector -11-D, Chandigarh	16009
32	Chandigarh	Chandigarh	Mukat Hospital & Heart Institute	SCO 47-49, Sec-34A, Chandigarh	160022
33	Chandigarh	Mohali	Fortis Hospital	Sector 62, Phase 8, SAS Nagar, Mohali, Punjab	160062
34	Chandigarh	Mohali	Shalby Hospital	Sector 63, Phase 9, SAS Nagar, Mohali Punjab	160062
35	Chandigarh	Mohali	IVY Multi Speciality Hospital & Cancer Research Institute	Sector 71, Mohali, Punjab	160071
36	Chandigarh	Mohali	Max Super Speciality Hospital	Near Civil Hospital, Phase - 6, Sas Nagar, Mohali - 160055	160055
37	Chennai	Adyar	Fortis Malar Hospital	No. 52, 1st Main Rd, Gandhi Nagar, Adyar, Chennai, Tamil Nadu 600020	600020
38	Chennai	Alwarpet	Kauvery Hospital	81, TTK Road, Junction, CIT Colony, Alwarpet, Chennai, Tamil Nadu 600018	600018
39	Chennai	Perungudi	Gem Hospital	Thiruvengadam Nagar, Perungudi, Chennai, Tamil Nadu 600096	600096
40	Chennai	Perungudi	Apollo Speciality Hospital	5/639, Old Mahabalipuram Rd, Tirumalai Nagar, Perungudi, Chennai, Tamil Nadu 600096	600096
41	Chennai	Kilpauk	Apollo First Med Hospital	154, Poonamallee High Rd, New Bupathy Nagar, Kilpauk, Chennai, Tamil Nadu 600010	600010
42	Chennai	Vadapalani	SIMS Hospitals	No.1, Jawaharlal Nehru Rd, Vadapalani, Chennai, Tamil Nadu 600026	600026

43	Chennai	Manapakkam	MIOT International	4/112, Mount Poonamalle High Rd, Sathya Nagar, Manapakkam, Chennai, Tamil Nadu 600089	600089
44	Chennai	Thousand Lights	Apollo Hospitals Enterprises Limited	21 Greams Lane, Off, Greams Road, Thousand Lights, Chennai, Tamil Nadu 600006	600006
45	Chennai	Chromepet	Dr Rela Institute and Medical Centre	7, CLC Works Rd, Nagappa Nagar, Chromepet, Chennai, Tamil Nadu 600044	600044
46	Chennai	Parrys	Chennai National Hospital	12, Jaffer Syrang Street, Parrys, Jaffer Syrang Street, Tamil Nadu 600001	600001
47	Chennai	Royapettah	Bharat Scans	197, Peters Road, Royapettah, Chennai 600014	600014
48	Chennai	Thiruvanmiyur	Medall Healthcare Private Limited	NO:48,M.G.Road,Shastri Nagar,Thiruvanmiyur ,Chennai:600041	600041
49	Chennai	Vadapalani	Medall Healthcare Private Limited	Old No 58 / 6 100 FT Road, Vadapalani, Chennai – 600026.	600026
50	Chennai	Kilpauk	Medall Healthcare Private Limited	No191,P.H. Road, Kilpauk ,Chennai. - 600010	600010
51	Chennai	T Nagar	Hi Tech Diagnostics	No. 13, Dr. Nair Road, T Nagar, Chennai, 600017	600017
52	Chennai	Kilpauk	Hi Tech Diagnostics	1, Millers Rd, Kilpauk, Chennai, 600010	600010
53	Chennai	Purasaiwakkam	Anderson Diagnostics	No. 150, Poonamallee High Rd, Purasaiwakkam, Chennai, Tamil Nadu 600084	600084
54	Chennai	Nungambakkam	Metropolis Healthcare Ltd	3, Jagannath Road, Opp. Hotel Ganapath,	600034

				Nungambakkam, Chennai	
55	Chennai	Royapettah	Neuberg Ehrlich Laboratory Pvt Ltd	46 & 48, Masilamani Road, Balaji Nagar, Behind EPF Office, Chennai	600014
56	Dehradun	Dehradun	Max Super Speciality Hospital	Malsi, Mussoorie Diversion Road, Dehradun -248001	248001
57	Dehradun	Dehradun	Chandan And Indra Diagnostic Centre	56, New Road, Main M.K.P Chowk, New Heritage School	248001
58	Dehradun	Dehradun	The Apollo clinic	3rd Floor, Apollo Tower, Ballupur Road, Near Krishna Nagar Chowk, Dehradun	248001
59	Dehradun	Dehradun	Kailash Hospital	Haridwar Road, Near jogiwala Chowk, Dehradun	248001
60	Dehradun	Dehradun	Dr. Ahujas' Pathology and Imaging Centre	7-B Astley Hall, Ugrasain Rd, Dehradun	248001
61	Dehradun	Dehradun	Max Super Speciality Hospital	Malsi, Mussoorie Diversion Road, Dehradun -248001	248001
62	Dehradun	Dehradun	Chandan And Indra Diagnostic Centre	56, New Road, Main M.K.P Chowk, New Heritage School	248001
63	Dehradun	Dehradun	The Apollo clinic	3rd Floor, Apollo Tower, Ballupur Road, Near Krishna Nagar Chowk, Dehradun	248001
64	Dehradun	Dehradun	Kailash Hospital	Haridwar Road, Near jogiwala Chowk, Dehradun	248001
65	Dehradun	Dehradun	Dr. Ahujas' Pathology and Imaging Centre	7-B Astley Hall, Ugrasain Rd, Dehradun	248001
66	Gangtok	Tadong, Gangtok	Central Referral Hospital	5th Mile, Upper Tadong, Tadong, Gangtok, Sikkim	737101
67	Guwahati	RG Baruah Road	Apollo Hospitals	Shubham buildwell complex, RG Baruah Rd, Block-H, beside NEEPCO Office.	781005

68	Guwahati	Khanapara	Health City Hospital (A Unit Of North East Health City Private Limited)	Koinadhara, Khanapara,Nh-37	781022
69	Hyderabad	Kukatpally	Aarthi Scans & Labs	MIG - 148, Road Number - 1, KPHB Phase 2, Kukketpally	500072
70	Hyderabad	Banjara Hills	Virinchi Hospitals	Door No 6-3-2, 3/1, Virinchi Circle, Road No-1, Banjara Hills - 500034	500034
71	Hyderabad	Banjara Hills	Elbit Medical Diagnostics Ltd	Shiva Shakthi Towers, # 8-2-700/A, 1st Floor, Road No.12, Banjara Hills, Hyderabad, Telangana 500034	500034
72	Hyderabad	Madhapur	Elbit Medical Diagnostics Ltd	# 97, Main Road ,Beside CGR School Swamy Ayyappa Society,Madhapur - 500081	500084
73	Hyderabad	Panjagutta	Aarthi Scans & Labs	No.6-3- 347/12/A/10/1/7, Sai Baba Temple Lane, Near Model House, Dwarakapuri Colony, Panjagutta	500082
74	Hyderabad	Jubilee Hills	Apollo Hospitals	Plot No565, Dharani Devi Building Jubilee Hills -500033	500034
75	Hyderabad	Secundera bad	Parkline Diagnostics Services Secundrabad	L G 3, 4 & 5, Bhuvana Towers, Sarojini Devi Road, Secunderabad, 500003	500003
76	Hyderabad	Secundera bad	Elbit Medical Diagnostics Ltd	Plot No.E-13, Vikrampuri Colony, Behind Ghanshyam Supermarket Lane, Kharkhana	500009
77	Hyderabad	Banjara Hills	Tenet Diagnostics - Hub (Tenet Medcorp Private Limited)	Besides Rainbow Children's Hospital, Rd No 2, Banjara Hills	500034
78	Hyderabad	Kondapur	Tenet Diagnostics - Pro (Tenet Medcorp Private Limited)	1st floor, Above Pullareddy Sweets, Opp Apollo Cradle, Kondapur.	500084

79	Hyderabad	Vikrampuri	Tenet Diagnostics - Hub (Tenet Medcorp Private Limited)	1st Floor, Above Vacs Bakery, Pooja Plaza, Vikrampuri Colony	500009
80	Hyderabad	Secunderabad	Tenet Diagnostics - Pro (Tenet Medcorp Private Limited)	Plot Number 101, Survey No: 459,460, & 461, Atomic Energy Employees Co-operative Housing Society Colony, Anupuram, Kapra, Secunderabad	500062
81	Hyderabad	Hyderabad	Vijaya Diagnostic Centre	All Centres	NA
82	Jaipur	Malviya Nagar	Fortis Hospital Limited	Jawahar Lal Nehru Marg, Malviya Nagar, Jaipur	302017
83	Jaipur	Sitapura	Mahatma Gandhi University of Medical Sciences and Technology	RIICO Institutional Area, Sitapura, Tonk Road, Jaipur	302022
84	Jaipur	Gopalpura Bypass Road	Rukmani Birla Hospital (A Unit of the Calcutta Medical Research institute)	Gopalpura Bypass Road, Near Triveni Flyover, Jaipur	302018
85	Jaipur	Kanota Bagh	Soni Hospital	38, Kanota Bagh, J.L.N. Marg, Jaipur	302004
86	Jaipur	Rambagh	Getwell Poly Clinic & Hospital	Jawahar Lal Nehru Marg, opp. JK Lon Hospital, Dusadon Ka Bagh, Rambagh, Jaipur	302004
87	Jaipur	Gandhi Nagar, Tonk Road	SRL Diagnostics AAKRITI LABS	3, Mahatma Gandhi Road, Mod, near Shankar Misthan Bhandar, Ojha Ji Ka Bagh, Gandhi Nagar, Jaipur	302015
88	Jammu	Jammu	Nidan Diagnostic & Research centre	Apsara Road, Gandhi Nagar, Jammu	180004
89	Jammu	Jammu	Steadfast Healthcare Pvt Ltd	KC Theatre Complex, Bakshi Nagar, Jammu	180001

90	Jammu	Jammu	Shri Mata Vaishno Devi Narayana Multispeciality Hospital	Kakryal, Katra, Jammu	182320
91	Kanpur	Permat	Regency Superspeciality Clinic	14, 122, opp. PPN Market, P.P.N Market, Permat	208001
92	Kochi	Ernakulam	Lisie Hospital	Lisie Hospital Rd, North Kaloor, Kaloor, Ernakulam	682018
93	Kochi	Ernakulam	Amrita Institue of Medical Science	Poenkkara, Edappally, Kochi	682041
94	Kochi	Ernakulam	Aster Medicity	Kuttisahib Road, Cheranelloor, Kochi	682027
95	Kochi	Ernakulam	Medical Trust Hospital	Mahatma Gandhi Rd, Pallimukku, Kochi	682016
96	Kochi	Ernakulam	Lourdes Hospital	Lourdes hospital Road Near Ernakulam Town Railway station Pachalam PO, Kochi	682012
97	Kochi	Ernakulam	Renai Medicity Hospital	Palarivattom Edapally Road Near Palarivattom Metro Station Palarivattom P.O, Kochi	682025
98	Kochi	Ernakulam	Lakeshore Hospital	NH-66 Bypass, near Police Station, Nettoor, Maradu, Kochi	682040
99	Kochi	Ernakulam	Vivid Diagnostic Centre	30/2011-C3, Service Road, Junction, NH Bypass, Ponnurunni East, Chalikkavattom, Vyttila, Ernakulam	682019
100	Kochi	Ernakulam	Medivision	Sreekandath Rd, near Clear Way, Ravipuram, Perumanoor, Kochi	682016
101	Kolkata	Kolkata	Fortis Medical Centre, Mintopark	2/7 Sarat Bose Road, kolkata	700020
102	Kolkata	Kolkata	Theism Diagnostics, Dumdum	B.K. Paul Lane, Kolkata	700030

103	Kolkata	Kolkata	Bhagirathi Neotia Woman & Child Care Centre	2 Rawdon Street, kolkata -700017	700017
104	Kolkata	Kolkata	Medstar Clinics Private Limited	39,Shakespeare Sarani, Kolkata - 700 017	700017
105	Kolkata	Salt Lake	AMRI Hospitals Ltd Salt Lake	JC - 16 & 17, Salt Lake,Salt Lake,Kolkata 700098	700098
106	Kolkata	Dhakuria	AMRI Hospital	Scheme-L11, P-4&5, Gariahat Road, Dhakuria, Block-A, Dhakuria, Kolkata, West Bengal 700029	700029
107	Kolkata	Khardah	Suraksha Diagnostic Pvt Ltd	USHAPLAZA,98 B.T ROAD,(KAIBARTYA PARA),P.O. & P.S KHARDA, KOLKATA-700117	700117
108	Kolkata	Salt Lake	Suraksha Diagnostic Pvt Ltd	DD 18/1 SALT LAKE SECTOR-1 KOLKATA-700064	700064
109	Kolkata	Mall Road	Suraksha Diagnostic Pvt Ltd	1, Khudiram Bose Sarani (Mall Road) 700080	700080
110	Kolkata	Southern avenue	AMRI Hospitals Ltd Southern avenue	97A, Southern Avenue,Southern avenue,Kolkata 700029	700029
111	Kolkata	Howrah, G. T Road	Medicate Healthcare Pvt. Ltd.	274, G.T. Road, Howrah	711101
112	Kolkata	Mukundapur	AMRI Hospitals Ltd Mukundapur	230, Barakhola Lane, Jadavpur East, Near EM Bypass, Mukundapur, Kolkata 700099	700099
113	Kolkata	Prince Anwar Shah Road Connector	Future Diagnostics	90 Kalitala Road, Prince Anwar Shah Road Connector, Kolkata 700078	700078
114	Kolkata	Phool Bagan	Suraksha Diagnostic Pvt Ltd	P-118, C.I.T. Road, Scheme VIM, Phool Bagan 700054	700054
115	Kolkata	N.S.C. Bose Road	Suraksha Diagnostic Pvt Ltd	Rajwada Estate", 66, Mahamayatala, N.S.C. Bose Road 700084	700084

116	Kolkata	S C Mallick Road (Jadavpur)	Future Diagnostics	56 Raja S C Mallick Road (Ekta Heights), Kolkata, 700032	700032
117	Kolkata	Vip Park	Suraksha Diagnostic Pvt Ltd	BB-99, Prafulla Kanan, VIP Park 700101	700101
118	Kolkata	Suthend Conclave	Suraksha Diagnostic Pvt Ltd	1582, Rajdanga Main Road, Suthend Conclave, Kasba 700107	700107
119	Kolkata	Barasat	Suraksha Diagnostic Pvt Ltd	83/10, Jessore Road, Duckbunglow More, Barasat, 24 Pdns (N), 700124	700124
120	Kolkata	New Barrackpore	Suraksha Diagnostic Pvt Ltd	271, Sarat Chatterjee Road, New Barrackpore 700131	700131
121	Kolkata	Mukherjee road	Atulya Diagnostics	41- A, S P Mukherjee Road, Hazra Crossing, Opposite Jatin Das Park - 700026	700026
122	Kolkata	Madhyam gram	Suraksha Diagnostic Pvt Ltd	Aryan Tower-1, 1st floor, 271B, Sodepur Road (East), Madhyamgram - 700129	700129
123	Kolkata	Salt Lake	Millenium Health Care	BE 87, Salt Lake, Near Cap Camp	700106
124	Kolkata	Birati	Suraksha Diagnostic Pvt Ltd	24 M B Road, Birati, Kalabagan 700051	700051
125	Lucknow	Alambagh	Apollo Medics Super Speciality Hospitals	KBC-31, Sector-B, LDA Colony Kanpur Road, Sector B, LDA, Alambagh	226012
126	Lucknow	Amar Shaheed Path	Medanta Hospital	Amar Shaheed Path, Golf city, Pocket-1, sector-A, Lucknow, Uttar pradesh- 226030	226030
127	Mumbai	Andheri West	N M Medical Centre	Aver Plaza, In lane opp. Citi Mall, Behind Maruti Sho Room, Off New link road, Andheri(W) -400053	400053
128	Mumbai	Andheri East	SRL Diagnostics	PLOT No. 88, ROAD No. 15, MIDC	400093

				ESTATE,ANDHERI (EAST), Mumbai, Maharashtra 400093	
129	Mumbai	Borivali	N M Medical Centre	Swastik Bldg, 18/6, R C Patel Rd, Chandavarkar Cr.RD.No.2, Borivali -400092	400092
130	Mumbai	Chowpatty	N M Medical Centre	Chowpatty, Mehta House, 36, Pandita Ramabai Road - 400007	400007
131	Mumbai	Khar- West	N M Medical Centre	32, Summerville, Linking Road, Khar-West -400052	400052
132	Mumbai	Thane	SRL Diagnostics	S.K. Tower,Hari Niwas, LBS Marg, Thane, Maharashtra 400602	400602
133	Mumbai	Marine Lines	N M Medical Centre	Health 360, Marine Lines, Daya Nagar House, Next to ICICI Bank, East Marine Lines -400002	400002
134	Mumbai	Malad	N M Medical Centre	Sez Plaza, Near Nutan Vidya Mandir School, Marve Road, Off. S.V. Road - 400095	400095
135	Mumbai	Mulund	N M Medical Centre	8th Floor, Corporate Centre, Nirmal Lifestyles Mall, LBS Road, Mulund - 400080	400080
136	Mumbai	Andheri West	Lifecare Diagnostic & Research Centre Pvt.Ltd(Main Centre)	1st Floor, Sunshine, Opp. Shastri Nagar, Lokhandwala Complex, Andheri(W)	400053
137	Mumbai	Prabhadevi	Metropolis Healthcare Ltd	No 2, V.S.Marg (View Co-Operative Housing Society), Opp. Bengal Chemical, Prabhadevi, Mumbai	400025
138	Mumbai	Vikhroli	N M Medical Centre	Shushrusha Hospital, Ground Floor, Kannamwar Nagar I, Vikhroli East	400083

139	Mumbai	Panvel	Lifeline Hospital	Opp. S.T. Stand	410206
140	Mumbai	CBD Belapur	Apollo Hospitals	Plot no 13, Parsik Hills road, Off Uran Road, Sector 23, CBD belapur, Navi Mumbai	400614
141	Mumbai	Seawoods	Olive Diagnostic - Seawoods	Office no, plot no. 46 and 47, Ramkrishna CHS, Opp Grand Central Mall, Sector 40, Seawoods	400706
142	Mumbai	Parel (West)	N M Medical Centre	Parel Premises, Opp. MotilalOswal Tower, Gokhale Road South, Parel (West) -400065	400065
143	Mumbai	Thane	Arommac Industries (Apollo Clinic)	Flower Valley, Z-5,Z Shopping Center,Flower Valley Complex Khopat Service Road,Opp Viviana Mall, Thane West	400601
144	Mumbai	Vashi	N M Medical	1St Floor Palm Beach Galleria Mall,Phase 2 , Sector 19D, Vashi	400703
145	Mumbai	Vikhroli	N M Medical	Shushrusha Hospital, Ground Floor, Kannamwar N agar-I, Vikhroli East	400083
146	Mumbai	Borivali	Health Care Diagnostics	Yogi Avenue BLDG, 1St Floor, Yogi Nagar, Borivali West, Next To Corporation Bank Lane, Borivali West	400092
147	Mumbai	Kandivali	Healthcare Medical Centre & Diagnostics	76/754, Mahavir Sury Adarshan CHS, Satya Nagar Lane, Opp. SBI Bank, Mahavir Nagar, Kandivali West	400067
148	Mumbai	Goregaon	Healthcare Medical Centre & Diagnostics	M.G Road, Near Jain Mandir	400062

149	Mumbai	Goregaon	Vrx Healthcare Pvt Ltd	Shop no. 104 & 105, 1st Floor Asmi dreams, SV road	400104
150	Mumbai	Santacruz	The Diagnostic Hub (K.R.S. Medical & Wellness Centre)	Florence Building, Next to Axis Bank, Nehru Road, Vakola	400055
151	Mumbai	Coperage	First Health Care Pvt. Ltd (Spectrum Healthcare)	81-84, Ratan Tata Medical, Indian Cancer Society Medical Centre, M Karve Road, Coperage	400021
152	Mumbai	Khopat	NDC Diagnostic Centre Pvt Ltd	104, Beauty Arcade, Opp. Pratap Cinema, Kolbad Road, Khopat W	400602
153	Mumbai	Mulund	NDC Diagnostic Centre Pvt Ltd	B 1, Vikas Paradise, Commercial Wing, Lbs Marg, Near Santoshi Mata Mandir	400080
154	Mumbai	Seawoods	NDC Diagnostic Centre Pvt Ltd	2Nd Floor, Neurogen Brain Spine Institute, Plot No. 19, Sector 40, Opp. Rail Vihar, Seawoods	400706
155	Mumbai	Kalyan West	NDC Diagnostic Centre Pvt Ltd	Shop No. 10& 11, Charm Star Building Above SBI Bank, Bail Bazar, Kalyan West	421301
156	Mumbai	Mumbai Central	Wockhardt Hospitals Ltd. (SOBO Unit)	1877, Dr. Anandrao Nair Marg, Mumbai Central	400011
157	Mumbai	Vashi	Mahatma Gandhi Missions New Bombay Hospital	Plot 35, Sector 3, Vashi	400703
158	Mumbai	Seawoods	Olive Diagnostics	Office no, plot no. 46 and 47, Ramkrishna CHS, Opp Grand Central Mall, Sector 40, Seawoods	400706
159	Mumbai	Goregaon West	SRV Hospital	179/180, Kamala Charan Building, Jawahar Nagar, Road No.2. Goregaon West	400062
160	Mumbai	Chembur	SRV Hospital	Dr MP Marg, Opp Lokmanya Tilak	400089

				Terminus, Tilak Nagar, Chembur	
161	Mumbai	Malad - Kandivli (W)	Nirman Hitech Diagnostic Centre Pvt. Ltd.	8 Kesar Ashish, Opp. Hyundai Showroom, Link Road, Mahavir Nagar, Kandivali-Borivali Road (W)	400067
162	Mumbai	Malad	Sanjeevani Hospital	Bhawani Chambers, Kedarmal Road Bhagwan Jain Temple Off, Rani Sati Marg, opposite to Sumtinath, Malad East, Mumbai, Maharashtra	400097
163	Mumbai	Chembur	Shree Hospital	M. S, Kavan 70M (Central Avenue) Near Station, Ambedkar Garden, 19th rd, D Marg, Chembur, Mumbai, Maharashtra	400071
164	Mumbai	Parel	Global Hospital	35, Dr. E, Dr Ernest Borges Rd, opp. Shirodkar High School, Parel, Mumbai, Maharashtra	400012
165	Mumbai	Chembur	Kolekar Multispeciality Hospital & ICCU	Approach to Ambedkar Garden Bus Stop Chembur Gaothan, Chembur 2nd & 3rd floor Omprakash Arcade, Mumbai, Maharashtra	400071
166	Mumbai	Tardeo	Jaslok Hospital and research centre	15, Pedder Rd, IT Colony, Tardeo, Mumbai, Maharashtra	400026
167	Mumbai	Thane	Kaushalya Medical Foundation Trust Hospital	Namdeo Wadi Marg, opp. Nitin Company, Ramabai Ambedkar Nagar, Ganeshwadi, Thane West, Thane, Maharashtra 400601, India	400601

168	Mumbai	Thane	Bethany Hospital	Pokhran Road No 2, Thane	400610
169	Mumbai	Charni road	Sir H. N. Reliance Foundation Hospital and Research Centre	Prarthana Samaj, Raja Rammohan Roy Rd, Girgaon, Mumbai	400004
170	Mumbai	Colaba	Apollo Hospitals	Ground Floor, Eucharistic congress Building No. 1, 5, Convent street, Apollo Bandar, Colaba, Mumbai	400001
171	Mumbai	Mulund	Fortis Hospital Mulund	Mulund - Goregaon Link Rd, Nahur West, Industrial Area, Bhandup West, Mumbai	400078
172	Mumbai	Vikhroli East	Godrej Memorial Hospital	Opposite Godrej Platinum, Eastern Express Hwy, Vikhroli, Mumbai	400079
173	Mumbai	Mulund	NDC Diagnostic Centre Pvt Ltd	B-1, Vikas Paradise Commercial Wing, Behind Santoshi Mata Mandir, Lal Bahadur Shastri Rd, below Axis Bank, Mulund West, W, Maharashtra 400080	400080
174	Mumbai	Kalyan	Fortis Hospital, Kalyan	Shill Rd, Bhanunagar Kalyan(West), Bail Bazar, Bhoiwada, Kalyan, Maharashtra 421301	421301
175	Mumbai	Mulund	Upasanni Super Speciality Hospital	Plot No.1109/A Devi Dayal Cross Road, behind Fire Station, P&T Staff Colony, Mulund West, Mumbai	400 080
176	Mumbai	Mulund	Metropolis Healthcare Ltd.	No,2, Ajit Apartment, Sambhav CHS, Nahur Road, Sarvodaya Nagar, Mulund West, Mumbai	400 080
177	Mumbai	Kemps Corner	Suburban Diagnostics	Kemp's corner, Om Chambers, 302,	400036

				building, August Kranti Rd, Mumbai, Maharashtra	
178	Mumbai	Chembur	Surana Sethia Hospital	Sion - Trombay Rd, Suman Nagar, Chembur, Mumbai, Maharashtra	400071
179	Mumbai	Andheri	Kokilaben Dhirubhai Ambani Hospital and Medical Research Institute	Rao Saheb, Achutrao Patwardhan Marg, Four Bungalows, Andheri West, Mumbai, Maharashtra	400053
180	Mumbai	Khar	NM Medicals	Junction of 14th and 33rd Road, Off Linking Road, above Bombay Blue Restaurant, Mumbai, Maharashtra	400052
181	Mumbai	Mahim	P. D. Hinduja National Hospital & Medical Research Centre	SVS Rd, Mahim West, Shivaji Park, Mumbai, Maharashtra	400016
182	Mumbai	Dadar	SRL Diagnostics	Taikalwadi Marg, Mahim West, Matunga West, Mumbai, Maharashtra	400016
183	Mumbai	Santacruz	P.H.Medical Centre	Sai Rachana Soc. Juhu Road, next to SBI Bank, Santacruz , Mumbai, Maharashtra	400054
184	Nagpur	Kasturchand	Kingsway Hospitals	44, Kingsway, Near Kasturchand Park,	440001
185	Nagpur	Medical Chowk	Matoshree Diagnostics Medical Square	1st Floor, Above Axis Bank ATM, Opp.Sangum Restaurant,Medical Square,Nagpur 440004	440004
186	Nagpur	Dharampeth	Pulse Imaging & Diagnostic Centre	Opp. RTO Office, Amravati Road, Law College Square, Giripeth	440010
187	Nagpur	Mankapur	Alexis Hospital	232, Mankapur, Koradi Road, Byramji town, Nagpur	440030

188	Nagpur	Shankar Nagar	Wockhardt Hospital	1643, North Ambazari Road, Beside Lady Amritbai college, Shankar Nagar, Nagpur	440033
189	Navi Mumbai	CBD Belapur	Apollo Hospitals	Plot no 13, Parsik Hills road, Off Uran Road, Sector 23, CBD belapur, Navi Mumbai	400614
190	Navi Mumbai	Panvel	Lifeline Hospital	Opp. S.T. Stand	410206
191	New Delhi	Noida	Apollo Hospitals	E-2, Sec - 26	201301
192	New Delhi	Tilak Nagar	City X-Ray & Scan Clinic Pvt Ltd	5a/34 Tilak Nagar Near Metro Piller No 492 ,New Delhi - 110018	110018
193	New Delhi	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
194	New Delhi	Dharmashila Marg	Dharamshila Narayana Superspeciality Hospital	Dharamshila Marg, Vasundhara Enclave	110096
195	New Delhi	Pusa Raod	Dr. B. L. Kapoor Hospital	Pusa Road, New Delhi	110005
196	New Delhi	Punjab Bagh	Express clinics	Basement 14, West Avenue Road, Punjabi Bagh (West), New Delhi : 110026	110026
197	New Delhi	Rohini	Express clinics	E 1 by 13, Ground and Basement, Sector 7, Opp M2K Mall	110085
198	New Delhi	Shalimar Bagh	Fortis Hospital	AA-299, Shaheed Udham Singh Marg, AA Block, Poorbi Shalimar Bag, Shalimar Bagh, Delhi, 110088	110088
199	New Delhi	Pitampura	HOD Rohini - House Of Diagnostics	A1, 4, A Block, Prashant Vihar,	110085

				Sector 14, Rohini, Delhi, 110085	
200	New Delhi	Nirman Vihar	Malik Radix Health Care	C-218, Nirman Vihar	110092
201	New Delhi	Dwarka	Manipal Hospitals (A Unit Of Human Care Medical Charitable Trust)	Sector-6, Dwarka, ADJ MTNL Building	110075
202	New Delhi	Gurugram	Max Hospital (A Unit of Alphas Hospital)	Block B, Sushant Lok - Phase I	122001
203	New Delhi	Pitampura	Max Hospital (Max Group)	Hb Twin Towers, Wazirpur Distt. Centre, Pitampura - 110034	110034
204	New Delhi	Panchsheel I	Max Multi Speciality Hospital	N-110, Panchsheel Park	110017
205	New Delhi	Vaishali	Max Super Specialty Hospital	W-3, Sector-1, Vaishali	201001
206	New Delhi	Shalimar Bagh	Max Super Specialty Hospital	FC 50, Max Wali Rd, C and D Block, Shalimar Place Site, Shalimar Bagh, New Delhi, Delhi	110088
207	New Delhi	Qutub Industrial Area	Medeor Hospital Qutab Institutional Area, New Delhi	B-33-34, Block B, Qutab Institutional Area, New Delhi, Delhi 110016	110016
208	New Delhi	Preet Vihar	Metro Hospital & Cancer Institute	21, Community Centre, Preet Vihar	110092
209	New Delhi	Gurugram	Metro Hospital & Heart Institute (Umkaal Healthcare)	Block H, Palam Vihar	122017
210	New Delhi	Gurugram	Metropolis HealthCare Limited	SCO-30, Sec-15, Part-II, Gurgaon	122001
211	New Delhi	Chanakya Puri	Primus Super Speciality Hospital (Previous Hospital Name Was Primus Orth & Spine Hospital)	2 Chandragupta Marg, Chanakyapuri, Near American Embassy, New Delhi-110021	110021
212	New Delhi	Dwarka	Prognosis Laboratories	515-516, ITC Welcome Hotel, Sector -19, Dwarka	110075

213	New Delhi	Pandav Nagar	RLKC Hospital Metro Heart Institute	Naraina Road, Near Shadipur Metro Station, Pandav Nagar	110008
214	New Delhi	Pitampura	Saral Diagnostics	2&3, Parwana Rd, Shakti Vihar, Pitam Pura, New Delhi, Delhi 110034	110034
215	New Delhi	Qutub Industrial Area	Sitaram Bhartia Institute of Science & Research	B-16, Qutab Institutional Area Block B Rd, NRPC Colony, Block B, Qutab Institutional Area, New Delhi, Delhi 110016	110016
216	New Delhi	Paschim Vihar	Sri Balaji Action Hospital	Fc-34, A-4, Paschim Vihar	110063
217	New Delhi	Faridabad	SRL Diagnostics	SRL WELLNESS CENTER, SCO. 13,SECTOR 16 MARKET,FARIDABA D, Faridabad, Haryana 121001	121001
218	New Delhi	Preet Vihar	SRL Diagnostics	C-57, GROUND FLOOR, PREET VIHAR, NEW DELHI, Delhi 110092	110092
219	New Delhi	Rohini	SRL Diagnostics	Plot No-160, Pocket D-11, Sector 8, Rohini, Delhi 110085	110085
220	New Delhi	Vasant Vihar	SRL Diagnostics	74, Paschimi Marg, Near C, Block Market, Vasant Vihar, New Delhi, Delhi 110057	110057
221	New Delhi	Gurugram	SRL Diagnostics	GP-26 SECTOR-18, Udyog Vihar, MARUTI INDUSTRIAL ESTATE, Gurugram, Haryana 122015	122015
222	New Delhi	Dwarka	Venkateshwar Hospital	Sector-18A, Dwarka	110075
223	Panaji	Dona Paula	Manipal Hospitals	Dr E Borges Road, Panaji	403004

224	Panaji	Porvorim	R G Stone Urology & Laproscopy Hospitals	Plot No.217-218, PDA Colony, Panjim Mapusa Highway, Goa-	403251
225	PATNA	KANKARB AGH	SHRI SAI HOSPITAL	PLOT NO DS/2, BEHIND GEOLOGICAL SURVEY OF INDIA, PATNA, BIHAR	800020
226	PATNA	KANKARB AGH	MEDIVERSAL MULTI SUPER SPECIALITY HOSPITAL	DOCTORS COLONY, KANKARBAGH, BANKMAN COLONY, PATNA, BIHAR	800020
227	PATNA	AGAM KUAN	BIG APOLLO SPECTRA HOSPITAL	SHEETLA MANDIR ROAD, NEAR SUMP HOUSE, AGAM KUAN, PATNA, BIHAR	800007
228	PATNA	RAJA BAZAR	PARAS HMRI HOSPITAL	NH 30, BAILEY RD, MLA COLONY, RAJA BAZAR, INDRAPURI, PATNA, BIHAR	800014
229	Pune	Chinchwad	Aditya Birla Memorial Hospital	Aditya Birla Marg, Pimpri Chinchwad, Pune	411033
230	Pune	Kalyani Nagar	N M Medical Centre	Fortaleza, Kalyani Nagar, Pune	411014
231	Pune	Mayur Colony	P H Diagnostic Centre-Mayur Colony	Opp Bank of Maharashtra, Above Karur Vysya Bank, Karve Road, Mayur Colony	411029
232	Pune	Satara Road	P H Diagnostic Centre-Mayur Colony	Lotus Court, Opp Adinath Soc, Pune Satara Road	411009
233	Pune	Chinchwad	P H Diagnostic Centre-Mayur Colony	Sai Plaza, Next to Chinchwad Polic Station, Chapekar Chowk, Chinchwad	411033
234	Pune	Hadapsar	P H Diagnostic Centre-Mayur Colony	Vishal Ventila, Near Noble Hospital, Hadapsar	411013
235	Pune	Kamla Nehru Park	A G Diagnostics	Bhandarkar Road, Pune	411004

236	Raipur	Raipur	Dr. Ruprela'S Nms Diagnostic	Phaphadih Choti Line, Opp. Sai Baba Hospital, Bilaspur Road	492001
237	Raipur	VIP Estate	Apollo Clinic (Licensee Samriddhi Arogyam Pvt Ltd)	First Floor, Near Ashoka Ratan, Tiara Complex,	492001
238	Raipur	Pachpedi Naka	NH MMI Narayana Superspeciality Hospital, Raipur	Dhamtari Road, Pachpedi Naka Rd, Lalpur, Raipur	492001
239	Ranchi	H.B. Road, Tharpakhn a	Orchid Medical Centre Pvt. Ltd	H.B. Road ,Ranchi - 834001	834001
240	Ranchi	Bariyatu	Pranic Diagnostics Private Ltd	Ground floor, Mahal Residency	834009
241	Ranchi	Bariyatu	Pulse Superspeciality Hospital	Harihar Singh Road, Bariatu	834009
242	Shillong	Nongrim Hill	Bethany Hospital	Nongrim Hill , Shillong	793003
243	Shillong	Laitumukra h	Nazareth Hospital	Laitumukrah, Shillong	793003
244	Shillong	Demthring	Supercare Hospital	Sawlad, Demthring,	793021
245	Thiruvananthapuram	Thiruvananthapuram	DDRC SRL Diagnostics Pvt Ltd.	Aster Square, Medical College Ulloor Rd, Near Azad Restaurant, Ulloor, Thiruvananthapuram, Kerala	695011
246	Thiruvananthapuram	Thiruvananthapuram	Metro Scans and Laboratory,	Medi Plaza, Medical College, 1st Floor & 2nd Floor, Medical College Ulloor Rd, Near Moon Star Hotel, Thiruvananthapuram, Kerala	695011
247	Thiruvananthapuram	Thiruvananthapuram	Devi Scans Pvt. Ltd.	Opp Medical College High School, Medical College Rd, Kumarapuram, Thiruvananthapuram, Kerala	695011

248	Thiruvananthapuram	Thiruvananthapuram	Cosmopolitan Hospital	Pottakuzhy Rd, Pattom, Thiruvananthapuram, Kerala	695004
249	Thiruvananthapuram	Thiruvananthapuram	Jubilee Memorial Hospital	Sunny Meads Ln, University of Kerala Senate House Campus, Palayam, Thiruvananthapuram, Kerala	695034
250	Thiruvananthapuram	Thiruvananthapuram	PRS Hospital Pvt Ltd.	NH 47, Killipalam, Thiruvananthapuram, Kerala	695002

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 timely 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.

SECTION VI
(To be submitted as part of Technical Bid)

INTEGRITY PACT

General

This Pre-Contract Agreement (hereinafter called the Integrity Pact) is made on ----- day of the month of ----- 2021, 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 (Annual Health Checkup) Programme** 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) 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.
- (iii) To immediately cancel the contract, if already signed without giving any compensation to the BIDDER.
- (iv) 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.
- (v) 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.
- (vi) 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 or 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 Vishwanath Giriraj, IAS (Retd.), A Wing, Flat 1001, Landmark Towers, GD Ambedkar Marg, Opp Wadala Telephone Exchange, Naigaon, Dadar (East), Mumbai 400 014 (email id: vgiriraj@rediffmail.com) and Shri Divya Prakash Sinha, IPS (Retd.), 01, Ground Floor, Tower A, Amrapali Sapphire, Noida-201 301, Uttar Pradesh (email id: dpsinha.ips@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 subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER /subcontractors(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

Chief General Manager
Human Resource Management Department
Reserve Bank of India
Central Office Building
9th Floor, Shahid Bhagat Singh Marg,
Mumbai-400001

BIDDER

Name of the Authorised Signatory
Designation

Name of the Applicant

Witness

- 1. _____
- 2. _____

Witness

- 1. _____
- 2. _____