

## ADDENDUM

### REQUEST FOR PROPOSAL FOR SELECTION OF SERVICE PROVIDER FOR IMPLEMENTATION OF DIGITAL HEALTH SERVICES ON BANK'S DIGITAL PLATFORMS

RFP Reference: **BCC:DBG:P&I:114:165** dated 21<sup>st</sup> December 2022

Addendum 1				
All interested Bidders are hereby informed that the following changes / clarifications to be taken into account for Bid submission. Bidders are requested to note and comply accordingly. Please be noted that all other clauses of the RFP remain unchanged				
#	Page No	Point / Section #	Old clause	Revised Clause
1.	29	Annexure 2A – Point No. B1 –	<p>The Bidder must have registered average annual turnover of Rs. 3 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).</p> <p>* If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited.</p> <p>In this scenario Audited Financial statements for the financial year 2018- 19, 2019-20 and 2020-21 are to be submitted.</p>	<p>The Bidder must have registered average annual turnover of Rs. 3 Crores or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22* (Not inclusive of the turnover of associate companies).</p> <p>* If 2021-22 Financial Statements of any bidder is unaudited, then Financial statements for 2018-19, 2019-20 and 2020-21 will be considered, along with an undertaking letter from the bidder that FY 2021-22 statements are not audited.</p> <p>In this scenario Audited Financial statements for the financial year 2018- 19, 2019-20 and 2020-21 are to be submitted.</p> <p>Relaxation shall be provided to Micro and Small Enterprises (MSE) and Start ups in this criteria subject to MSE providing valid Udyam registration certificate and Start up providing valid DPIIT recognition certificate.</p>

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2.	30	Annexure 2A – Point No D1	Bidder should have implemented the proposed service in at least 1 Bank / Financial Institution in last 3 years. ( With minimum Business Turnover/ Business Mix (Advances + Deposits) of INR 15,000Crores )	Bidder should have implemented the proposed service in at least 1 Bank / Financial Institution in last 3 years. ( With minimum Business Turnover/ Business Mix (Advances + Deposits) of INR 15,000Crores )  Relaxation shall be provided to Micro and Small Enterprises (MSE) and Start ups in this criteria subject to MSE providing valid Udyam registration certificate and Start up providing valid DPIIT recognition certificate.																																			
3.	58	Annexure 13	<p>Masked Commercial Bid – old format</p> <table border="1" data-bbox="501 783 2136 1139"> <thead> <tr> <th>Item</th> <th>Weightage (A)</th> <th>Year I Minimum Discount % (B)</th> <th>Year II Minimum Discount % (C)</th> <th>Year III Minimum Discount % (D)</th> <th>Average Discount E=(B+C+D)/3</th> <th>F = E X A</th> </tr> </thead> <tbody> <tr> <td>Doctor Consultation ( Online +Offline)</td> <td>20%</td> <td>XX</td> <td>XX</td> <td>XX</td> <td>XX</td> <td>XX</td> </tr> <tr> <td>Pharmacy Delivery</td> <td>50%</td> <td>XX</td> <td>XX</td> <td>XX</td> <td>XX</td> <td>XX</td> </tr> <tr> <td>Diagnostic Services</td> <td>30%</td> <td>XX</td> <td>XX</td> <td>XX</td> <td>XX</td> <td>XX</td> </tr> <tr> <td colspan="6">TOTAL WEIGHTED AVERAGE DISCOUNT (G)</td> <td>XX</td> </tr> </tbody> </table> <p>Masked Commercial Bid – Revised format</p>		Item	Weightage (A)	Year I Minimum Discount % (B)	Year II Minimum Discount % (C)	Year III Minimum Discount % (D)	Average Discount E=(B+C+D)/3	F = E X A	Doctor Consultation ( Online +Offline)	20%	XX	XX	XX	XX	XX	Pharmacy Delivery	50%	XX	XX	XX	XX	XX	Diagnostic Services	30%	XX	XX	XX	XX	XX	TOTAL WEIGHTED AVERAGE DISCOUNT (G)						XX
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Pharmacy Delivery	50%	XX	XX	XX	XX	XX																																	
Diagnostic Services	30%	XX	XX	XX	XX	XX																																	
TOTAL WEIGHTED AVERAGE DISCOUNT (G)						XX																																	

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Item	Weightage (A)	Retail Price (In Rs.)	Year I Minimum Discount % (B)	Year II Minimum Discount % (C)	Year III Minimum Discount % (D)	Average Discount $E=(B+C+D)/3$	F = E X A
<b>I. DOCTOR CONSULTATION</b>							
<b>1. Online</b>							
1a. General Physician	2.5%	0 – 1000	XX	XX	XX	XX	XX
	2.5%	1001 and above	XX	XX	XX	XX	XX
1b. Specialist	2.5%	0 – 1000	XX	XX	XX	XX	XX
	2.5%	1001 and above	XX	XX	XX	XX	XX
<b>2. Offline</b>							
2a. General Physician	2.5%	0 – 1000	XX	XX	XX	XX	XX
	2.5%	1001 and above	XX	XX	XX	XX	XX
2b. Specialist	2.5%	0 – 1000	XX	XX	XX	XX	XX
	2.5%	1001 and above	XX	XX	XX	XX	XX
<b>II. PHARMACY DELIVERY</b>							
Transaction Size	30%	upto Rs. 1000/-	XX	XX	XX	XX	XX
Transaction Size	20%	above Rs. 1000/-	XX	XX	XX	XX	XX
<b>III. DIAGNOSTIC SERVICES</b>							
Transaction Size	15%	upto Rs. 2000/-	XX	XX	XX	XX	XX
Transaction Size	15%	above Rs. 2000/-	XX	XX	XX	XX	XX
<b>TOTAL WEIGHTED AVERAGE DISCOUNT (G)</b>							XX

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			All other terms and conditions of Annexure 13 remain unchanged							
4.	60	Annexure 14	Commercial Bid – old format							
			Item	Weightage (A)	Year I Minimum Discount % (B)	Year II Minimum Discount % (C)	Year III Minimum Discount % (D)	Average Discount E=(B+C+D)/3	F = E X A	
			Doctor Consultation ( Online +Offline)	20%						
			Pharmacy Delivery	50%						
			Diagnostic Services	30%						
			TOTAL WEIGHTED AVERAGE DISCOUNT (G)							
			Commercial Bid – New format							
			Item	Weightage (A)	Retail Price (In Rs.)	Year I Minimum Discount % (B)	Year II Minimum Discount % (C)	Year III Minimum Discount % (D)	Average Discount E=(B+C+D)/3	F = E X A
			I. DOCTOR CONSULTATION							
			1. Online							
			1a. General Physician	2.5%	0 – 1000					
				2.5%	1001 and above					
			1b. Specialist	2.5%	0 – 1000					

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	2.5%	1001 and above					
2. Offline							
2a. General Physician	2.5%	0 – 1000					
	2.5%	1001 and above					
2b. Specialist	2.5%	0 – 1000					
	2.5%	1001 and above					
II. PHARMACY DELIVERY							
Transaction Size	30%	upto Rs. 1000/-					
Transaction Size	20%	above Rs. 1000/-					
III. DIAGNOSTIC SERVICES							
Transaction Size	15%	upto Rs. 2000/-					
Transaction Size	15%	above Rs. 2000/-					
TOTAL WEIGHTED AVERAGE DISCOUNT (G)							
All other terms and conditions of Annexure 14 remain unchanged.							

**All other Terms and Conditions of the RFP remain unchanged.**

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