

RESPONSE TO PRE-BID QUERIES

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 21st December 2022

S. No.	Page no.	Point / Section #	Queries received from various bidders	Bank's Reply
1.	4	II	Can a consortium of group companies submit the bid?	Not allowed. Please refer to the RFP document for details.
2.	8	3	Will the agreement be signed for 3 years at a time or every 1 year.	Contract period will be 3 years.
3.	10	8	Can the performance guarantee get waived off? It is not a standard industry practice. The bank has not given a confirmed bank base as well as the business opportunity. Requesting you to waive off this guarantee.	No change.
4.	28	Annexure 02	Can this be provided on the letterhead of the bidder?	Yes
5.	28	Annexure 02 – A2	Bidder must be in the business of providing digital healthcare services in India at least for the last 3 years. Please specify the documentary proof required.	Bidder can submit Certificate of Commencement of Business or Certificate of Incorporation
6.	30	Annexure 02 – C1	The bidder should be an authorized digital healthcare service provider authorized by The Ministry of Health and Family Welfare (MoHFW)	Bidder to certify on their letter head that all services offered are accredited by the

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			of the Indian government / FDA / appropriate governing body.	appropriate health authorities like IMA , MCI , NABH , NABL, etc. as applicable.
7.	30	Annexure 02 - D2	Bidder to confirm availability of manpower strength for development, support and delivery in India that have specific competence in design of digital healthcare platform. (Minimum 20 core professionals) What are the details required? Can it be provided on a Letter head?	Bidder to declare on their letter head that they have the requisite experienced manpower to support bank's requirement for providing digital health care services on bank's digital platforms.
8.	49	Annexure 09	What are the details required?	As per the format in the RFP document
9.	57	Annexure 12	Planned downtime	Planned downtime will not be considered for uptime calculation. Planned downtime to be discussed with bank team so as to prepare suitable customer communication to avoid customer inconvenience.
10.	58	Annexure 13 & 14	Rack rate	Bidder to declare their standard rack rates offered. Bank shall examine to ascertain veracity of the rates quoted.

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