

RFP (Request for Proposal) Inviting Proposals from Interested Service Providers for Facilitating Bank's Annual Health Check-up Scheme
(RFP No. HO:HRM:116/120 dated 16.01.2024)

Reply to the Queries Raised in the Pre-Bid Meeting Held On 23.01.2024.
Bank of Baroda, Head Office, Baroda Bhavan, Vadodara.

The Pre-Bid meeting in connection with the captioned RFP was held on 23.01.2024 at Bank of Baroda, Head Office, Baroda Bhavan, Vadodara. The queries / clarifications / other information sought by the service providers are consolidated and have been responded as detailed below:

Sr.No.	Reference clause	Ref. Page	Query	Bank's Reply
1	Clause No. 11	11	Confirmation Required - If Apollo Group entity / company shall be considered as a sub - contractor	Entity / company submitting their bid in response to RFP No. HO:HRM:116/120 dated 16.01.2024 shall be considered as interested Health Check-up Service Provider.
2	Annexure - 1	23	Confirmation Required - Will Bank of Baroda team restrict the employees in availing additional health checks beyond their eligibility. Ex. An employee above 30 years is eligible for 1 health check per 1 financial year, if he/she avails health check more than once against their eligibility.	The modality for the implementation of this scheme shall be covered in the Service Level & Non - Disclosure Agreement (SL & NDA).
3	Annexure - 1	23	Confirmation Required - Is it mandatory to have 2D-Echo & TMT as part of single package as both tests are similar (or) having either 2D-Echo or TMT as part of the package is fine?	The Health Check-up Service Provider must ensure that the individual is provided with the option of undergoing either 2D Echo, 3D Echo or TMT.
4	Annexure - 1	23	Confirmation Required - Do we have to create 2 packages for male - with & without PSA.	As indicated in the list of tests & consultations to be covered as part of Annual Health Check-up (given in Annexure 1), PSA is meant for Male Individuals above 40 years of age. Packages are to be defined keeping these points in mind.

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5	Annexure - 1	23	Confirmation Required – Does all female age group (Below 30 years, 30-40 & above 40 years) require gynaecologist consultation (or) if it is required only for specific age groups?	The Health Check-up Service Provider must facilitate a consultation with gynaecologist for all female individuals undergoing Annual Health Checkup.
6	Annexure - 1	23	Confirmation Required – Is it okay to provide Sono Mammography instead of Mammography for females above 40 years?	The Health Check-up Service Provider must facilitate mammography for all female individuals above 40 years of age undergoing Annual Health Checkup.
7	Annexure - 1	23	Confirmation Required – Do we have to create 3 packages for female: 1) Without Pap Smear & Mammography (Below 30 years) 2) With Pap Smear (Above 30 years) 3) With Pap Smear & Mammography (Above 40 years)	As indicated in the list of tests & consultations to be covered as part of Annual Health Check-up (given in Annexure 1), Pap Smear is meant for Female Individuals above 30 years of age & Mammography for Female Individuals above 40 years of age. Packages are to be defined keeping these points in mind.
8	Annexure - 1	23	Confirmation Required – Is it okay to have the eye-checkup performed by a General Physician doctor (or) Is it mandatory that the eye checkup must be performed by Ophthalmologist?	The Health Check-up Service Provider must facilitate eye-checkup by Ophthalmologist for all individuals undergoing Annual Health Checkup.
9	Point No. a, Clause No. 11, Annexure 17	63	Confirmation Required – All our clients are usually informed about the changes of SPOC due to internal transfer or exit from the organization. Taking consent may not be feasible but information can be provided beforehand.	Matter to be taken up during the finalization of SL & NDA with the Successful Bidder.

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10	Point No. a, Clause No. 11, Annexure 17	65	The service provider shall have to comply with ESG and BRSR. We do not know what this means. Need clarification from BOB's end.	Further clarification regarding ESG (Environmental, Social & Governance) & BRSR (Business Responsibility and Sustainability Reporting) to be provided during the finalization of SL & NDA with the Successful Bidder.
11	Clause No. 15, Annexure 17	68	Confirmation Required – We do not reschedule or cancel the appointment without consent from the employee. The choice of rescheduling / cancelling the appointment solely depends on the employee. However, on the day of appointment, completion of health check may depend on availability of doctor. The employee will be kept duly informed. Please provide a reason for the penalty or remove the clause entirely as it's not required.	Matter to be taken up during the finalization of SL & NDA with the Successful Bidder.
12	General Terms & Conditions	24	Point # 1 - The Health Check-up Service Provider is expected to have tie-ups / empanelment with vast number of hospitals / diagnostic centers / clinics for facilitating cashless & non-cashless Annual Health Check-ups on PAN India Basis. (Need Clarification here)	It is envisioned that the Health Check-up Service Provider having tie-ups / empanelment with vast number of hospitals / diagnostic centers / clinics can ensure the availability of annual health check facility for individuals residing in different and remote parts of the country.
13	General Terms & Conditions	24 & 25	Point # 3 – App / Portal Compatibility, MIS Report Generation and other additional reports & data's requisition from Bank side. (Need Clarification here)	The Health Check-up Service Provider is expected to have an App / Portal for facilitating booking of Annual Health Checkups. Feature of MIS Report Generation must be inbuilt in the app / portal with access provided to the Bank. Bank of Baroda may request for additional reports and data pertaining to progress of Annual Health Check-up on pan India Basis.
14	General Terms & Conditions	25	Point # 4 - The engaged Health Check-up Service Provider must also create unique profiles for each employee / ex-employee in the app / portal and share the created login credentials with the Bank. The employee / ex-employee should have the option of	The Health Check-up Service Provider's App / Portal for booking of Annual Health Checkups is expected to have the mentioned features in order to ensure the smooth facilitation of Annual Health Checkups. The parameter wise, YoY result tracking feature would aid in identifying potential health issues.

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			<ul style="list-style-type: none"> o Booking Annual Health Check-ups for self / spouse / family through the Health Check-up Service Provider's app / portal at the desired location with the complete details of the empaneled hospitals / diagnostic centers / clinics made available for reference. o Downloading test reports from the app / portal upto - 30- days from date of Annual Health Check-up. o Viewing 'Year - on -Year' comparison of test results via the app / portal in order to track parameter wise (eg. Cholesterol, Sugar etc.) trends. <p>(Need Clarification Here)</p>	
15	General Terms & Conditions	25	<p>Point # 5 - The Health Check-up Service Provider should be able to provide a "Real-Time Online Dashboard" with access granted to authorized personnel of the Bank in order to monitor the progress of Annual Health Check-up coverage of Bank employees and analyze the results.</p> <p>(Need Clarification Here)</p>	Additional details pertaining to "Real-Time Online Dashboard" may be referred to on Page 25, General Terms & Conditions (Annexure 01).
16	11. Sub - Contracting	11	Bidder works as aggregator with various network of labs and hospitals pan India. We have to partnership with labs and hospitals to deliver the service	As mentioned in the RFP, the List of Hospitals / Diagnostic Centers / Clinics empaneled by the Health Check-up Service Provider for facilitating 'Annual Health Check-ups' must be shared as a part of Technical Bid (Annexure 06)
17	General Terms & Conditions	25	Would the dashboard be required for personal data or overview of the progress and health with masked data?	The purpose of the dashboard is to monitor the progress of Annual Health Check-up coverage of Bank employees and analyze the results across demographic cuts. Individual employee data would not be required. However, the employees must be granted exclusive access to their 'Health Score' & 'Health Profile' in the dashboard. These details need not be shared with the Bank.

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18	General Terms & Conditions	26	Incase employee said they don't want to do certain test in that scenario what needs to be done.	The Health Check-up Service Provider must share details of such individuals with the Bank immediately for intervention purposes.
19	Technical Bid Evaluation	32 (Pt 2)	We work with multiple partners like insurers, insurance brokers, TPA etc. for their clients. So, if work order will be in the name of mediator with mentioning the client's name ex - Insurer, TPA etc, will that be fine?	The Health Check-up Service Provider must provide work orders of direct tie ups done (no intermediary) with Organizations for facilitating 'Health Check-up' services.
20	Exemption from Application Money and EMD amount	10 (Sr. No. 6)	We are a MSME organization but we don't have NSIC certificate/DIPP. So, are we eligible for this exemption?	MSME Bidders also have the option of submitting Udyam Registration Certificate for claiming exemption from submission of Application Money & EMD.

This is for the information of all the prospective bidders.

Manoj Kr. Bakshi
Dy. General Manager (HRM)
Bank of Baroda, Head Office Baroda

Place: Vadodara
Date: 24.01.2024