



Requirement of Medical consultant service for ReBIT

Request for quotation (RFQ)

(October 07th, 2025)

RFQ: ReBIT/CPO/2025-26/PR307/617/076

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Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706

Schedule of Events

Tender inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
RFQ BID reference number	RFQ: ReBIT/CPO/2025-26/PR307/617/076
Purpose of RFQ	Requirement of Medical consultant service for ReBIT
Method of selection	Selection will be based on Least Cost System (LCS)
Availability of RFQ documents	October 07 th , 2025 RFQ document will be published on ReBIT website for downloading & viewing purpose.
Last date and time for bid submission (on or before)	October 20 th ,2025 upto 15:00 Hrs through a password protected document through email to procurement@rebit.org.in
Bid opening	October 20 th ,2025 15:30 Hrs (Tentative) through video conference. Link will be shared to all participated bidders.
Proposal validity	Proposals must remain valid up to 90 (Ninety) days from the last date of submission
Name and address for communication	Procurement Manager, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706 Email: procurement@rebit.org.in , Phone No. 022 50233139/141/187

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1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT will act as a catalyst for innovation, big systems and new ideas apart from having the capability to guide the regulated entities in the IT areas of their operations as also for ReBIT's IT related functions and initiatives. Given the need for interoperability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator. ReBIT is a 100% wholly owned subsidiary of the RBI.

2. Objectives of the RFQ

ReBIT intends to appoint medical consultant for ReBIT, Navi Mumbai office.

3. Invitation of Tender Bids

This RFQ is an invitation for responses from eligible bidders only. No contractual obligation on behalf of ReBIT whatsoever shall arise from the RFQ process unless and until a formal contract is signed & executed by duly authorized official of ReBIT and the successful Bidder. However, until a formal contract is executed, this RFQ together with ReBIT's written acceptance & notification of award shall constitute a binding contract with the successful Bidder.

Bidder(s) are expected to examine all instructions, forms, terms, specifications, and other information in the RFQ document. Failure to furnish any information required by the RFQ document or to submit a bid not substantially responsive to the RFQ document in every respect will be at the Bidder's risk and shall result in the rejection of their bid. The procedure and terms & conditions for submission of bid are enumerated in this RFQ.

Bidders are expected to submit their bids (password protected) through email to procurement@rebit.org.in strictly as per RFQ timelines. Please note to ensure email attachment size shall not be more than 10 MB. In case of file size being more than 10MB, you may send the files through multiple emails.

4. Scope of Work

The detailed SOW is as mentioned below:

Qualification and experience	MBBS with at least 05 years of Experience in general consulting / OPD in the multispeciality hospital <i>(Relevant documents in this regards to be submitted by bidder i.e. Copy of Medical Degree & Certifications and Copy of Medical License)</i>
Time	Weekly 02 hours per premises = 06 hours per week (2 or 3 days a week) decided by ReBIT, this may be

	changes as per the requirement during the tenure of contract.
Location	Mindspace Juinagar, Nerul Navi Mumbai: ➤ P1 – Building No. 1 (5th Floor) ➤ P2 - Building No. 1 (10th Floor) ➤ P3 - Building No. 3 (2nd Floor)
Contract Tenure	12 Months and renewed for an additional term of up to 2 years, unless either party provides notice of termination.

1. The Service Provider will be offering medical consulting services through their medical consultant to ReBIT employees and their dependents through (24*7) teleconsultation.
2. The medical consultant shall attend the ReBIT premise P1, P2 and P4 (5th Floor, 10th Floor of Building No. 01 and 2nd Floor Building No. 3, Mindspace Juinagar Nerul, Navi Mumbai 400706) respectively. The service hour will be 02 hours per premise per week, totalling to 06 hours per week (or longer period if necessary). The said service hours should be considered excluding weekends and ReBIT holidays.
3. Apart from in office consultation the Medical Consultant will also be available for 24*7 teleconsultation if any required.
4. Medical Consultant will advise free of charge, prescribe medicines who present themselves during that time (the timings and / or duration may be changed as and when considered necessary by the ReBIT). The Medical Consultant will be available for consultation at the Medical Consultant private clinic in urgent cases in respect of employees of the ReBIT at any time with charges at the rate prescribed in schedule.
5. Medical Consultant will be required to perform duties similar to those of a General Medical Practitioner irrespective of whatever post-graduate or other medical qualifications Medical Consultant may possess/ acquire in future. It shall be Medical Consultant's responsibility to ensure that the qualifications the Medical Consultant hold or acquire in future do not restrict Medical Consultant in any manner from rendering the services required of a General Medical Practitioner and if as per any stipulations by the Indian Medical Association, the qualification medical Consultant hold or acquire as the case may be, comes into conflict with the ReBIT's requirements as indicated above, to work as a general practitioner, the Medical Consultant will be required to ensure that no liability or responsibility on this account devolves on the ReBIT under any circumstance and shall indemnify and keep indemnified the ReBIT at all times against the same.
6. Medical Consultant's duties at the ReBIT will include, apart from other requirements as mentioned above:
7. Treatment of minor illness for which the employees may call on the Medical Consultant.
8. Treatment of emergency cases brought to the dispensary and reference to appropriate

Hospitals whenever called upon to attend even when such necessity arises outside the Medical Consultant normal working hours.

9. The Medical Consultant will be required to issue certificate in support of leave on medical grounds wherever necessary and countersign the certificates produced by the employees from other qualified medical practitioners, if the Medical Consultant are satisfied about the genuineness of the case.
10. The Medical Consultant will be required to use the Medical Consultant good offices for securing hospital facilities in case the employees of the ReBIT or their families (for indoor hospitalization under Direct Settlement Facility) require such facilities in the hospital.
11. The Medical Consultant will be required to give professional opinions including reasonableness of the cost of treatment pertaining to the various items of medical claims as and when the same are referred to the Medical Consultant.
12. For the services rendered by the Medical Consultant,
 - a. The medical consultant shall be paid on per month for teleconsultation in case of work from home scenario for employees based on ReBIT requirement.
 - b. The fixed remuneration is payable monthly basis post completion of month and submission of bill along with patient list, MIS of treatment suggested to patients and attendanc at ReBIT. Further, no superannuation benefits viz. Pension, Provident Fund or Gratuity will be payable. No leave would be admissible. No perquisites / facilities would be made available. Taxes on the income would be deducted at sources as per extant rates and Government notifications.
13. In the event of the Medical Consultant absence from duty, the Medical Consultant shall be required to make substitute arrangements acceptable to the ReBIT viz. in terms of qualification and experience at the Medical Consultant own risk and cost.
14. The Medical Consultant will be required to adhere to the Code of Conduct as given in Annexure-B to these Terms and Conditions.
15. The Medical Consultant contract will be valid for a period of 12 Months from the date of engagement subject to the Medical Consultant accepting the above Terms and Conditions and observing the Code of Conduct of the ReBIT as given in Annexure-B and renewed for an additional term of up to 2 years, unless either party provides notice of termination.
16. Either party can terminate this arrangement by giving one month's advance notice in writing.
17. The engagement under the contract is temporary. No claim shall lie for regular employment on that basis at any stage or for pay and perks payable to regular employees.
18. The contract can be further extended with the mutual consent of both parties.
19. Any dispute arising on account of the contract shall be subject to the jurisdiction othe Courts of Mumbai.
20. In the event that the designated doctor is unavailable due to illness, leave, emergency,

or any other reason, the Vendor shall ensure the immediate provision of a qualified and licensed alternate doctor to maintain uninterrupted medical services. The alternate doctor must meet the same professional standards, qualifications, and experience as stipulated in the contract.

21. Medical consultant should provide a direct contract number to the employees which will not be changed during the tenure of the contract, which can be circulated among the employees for tele consultation.
22. The medical consultant is committed to ensuring full compliance with established clinical guidelines, promoting the highest standards of patient care and safety.
23. The medical consultant is expected to maintain a comprehensive weekly record of patient lists and attendance to ensure continuity of care and accurate documentation.

5. Selection Process

The Purchase order will be issued to the successful bidder whose bid is determined to be most economically responsive and inline with requirement.

In the event that a bidder fails to furnish the mandatory documents outlined in **Annexure A and scope of work**, the submitted quotation shall be deemed non-responsive and may be disqualified from the evaluation process.

The decision of ReBIT in this regard shall be final.

6. Instructions for Bid Submission

1. This RFQ process shall be administered through e-mail specified in Schedule of Events.
2. All the necessary documents requested in the RFQ shall be emailed (password protected) to procurement@rebit.org.in as per the Schedule of Events.
3. Bidders shall submit the documents as per **Annexure A: Submission checklist**.
4. Bidders shall submit filled **Annexure H – Commercial Bid** duly signed by authorized signatory.
5. Any misrepresentation of facts / documents may lead to outright rejection of the Bid.
6. ReBIT reserves the right to resort to re-tendering without providing any reason whatsoever. ReBIT shall not incur any liability on account of such rejection.
7. ReBIT further reserves the right to reject any or all offers based on its own evaluation of the offers received, or based on stability, capabilities, track records, reputation among users and other similar features of a Bidder.
8. ReBIT reserves the right to modify any terms, conditions or specifications of RFQ before date and time of submission of bids. Bidder must submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be mailed to eligible bidders and will be binding on all Bidders and no separate communication will be issued.

9. ReBIT, at its discretion, may extend the deadline for a reasonable period as decided by ReBIT for the submission of bids.

10. Bids received after cut-off date and time will not be considered.

7. Commercial Bid

The Price Bid should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

1. The Price Bid should be submitted as per **Annexure H** by way of entering the values in the format (not in hand written). This must contain all price information, prices should be exclusive of GST & Tax (for all products, services, implementation, certificates etc.). However, all the Tax details to arrive at the final payable amount to bidders should be mentioned separately in Commercial Bid.
2. All the prices quoted shall be in Indian Rupees (₹). The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately.
3. The Bidders should not offer any options or any conditional offers to the ReBIT while giving the price information. The offer should strictly be in conformity with the items as specified by ReBIT. No additions or deletions to the **Annexure H** is allowed. Any deviations may lead to disqualification of the bid.

8. Bid Opening and Evaluation Process

- The Commercial bids will be opened on the notified date and time and reviewed to determine whether the Commercial bids and required documents are substantially responsive or not.
- Commercial bid valuation shall be considered as below in case of any kind of discrepancy:
 - a. If there is a discrepancy between words and figures, the amount in words shall prevail
 - b. Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will govern.
 - c. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
 - d. If there is discrepancy between unit price and total price, the unit price shall prevail
 - e. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.
- If a Bidder quotes NIL price / consideration for any item as per required

- specifications, the bid may be treated as unresponsive and may not be considered.
- Bidder with the most economically responsive **Commercial Bid** will be selected as successful bidder.
 - In the event that a bidder fails to furnish the mandatory documents outlined in **Annexure A**, the submitted quotation shall be deemed non-responsive and may be disqualified from the evaluation process.

9. Service Level Agreement (SLA) matrix:

SLA Matrix for Medical Consultant Services:

Service Parameter	SLA Commitment	Measurement Method	Penalty for Breach
Availability of Consultant	100% during scheduled hours	Attendance logs	₹2,000 per missed shift
Response Time (Emergency)	Within 15 minutes of notification	Call logs / SMS, email or Incident reports	₹1,000 per delayed response
<i>Response Time (Non-Emergency)</i>	<i>Within 2 hours</i>	<i>Call logs / SMS, email or Incident reports</i>	₹500 per delayed response
Un informed / Not approved absenteeism	100%	Attendance logs	₹2,000 per missed shift + Non payment of the proportionate consultation charges.
Alternate Doctor Provision	Within 2 hours of absence notification	Replacement records	₹2,000 per day without alternate
Documentation & Reporting	100% compliance with medical records policy	Audit reports	₹500 per incomplete/missing record
Confidentiality & Ethics	Zero breach of patient confidentiality	Incident reports	₹5,000 per breach

10. Payment Terms

ReBIT will endeavour to make all payments on monthly basis post completion of month and submission of Tax Invoice along with MIS of patient list, treatment suggested to patients, and attendance logs in ReBIT office within a period of 30 days from the date of acceptance of invoice by ReBIT.

11. Confidentiality

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Purchase Order, and the strictest of confidence shall be maintained in respect of such Information. The Bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by ReBIT

- ii. To only make copies as specifically authorized by the prior written consent of ReBIT and with the same confidential or proprietary notices as may be printed or displayed on the original;
- iii. To treat all Information as Confidential Information.

12. Tender / RFQ Cancellation

ReBIT reserves the right to cancel the Tender/RFQ at any time without assigning any reasons whatsoever.

13. Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFQ, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only.

Annexure A: Submission Checklist

Submission Checklist

The Bidder must ensure that the following have been submitted.

Failure to provide any of the documents as detailed below could lead to the disqualification of the Bidder from the bid.

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (REBIT)
Annexure A: Index of all the documents, letters, signed RFQ etc. submitted in response to this document along with page numbers.	☐	☐
Annexure B: Code of Conduct	☐	☐
Annexure C: Self Declaration of Relatives in ReBIT	☐	☐
Annexure D: Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	☐	☐
Annexure E: Escalation Matrix	☐	☐
Copy of the Bid document along with all clarifications released by ReBIT duly stamped and signed on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein. The proposal should be prepared in English in MS Word / PDF format.	☐	☐

Submission Checklist for Commercial Bid:

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)
Annexure H: Commercial Bid Format (in excel format and .pdf format) Note: 1. No portion of the commercial bid shall be mentioned/indicated in any form in the technical submission. 2. Rate for every line item has to be filled. Bidder need to mention "Rate included" in line items wherever they feel so. The same will then be referred during the invoicing. 3. No deviation from mentioned specification is allowed. 4. No alteration in the mentioned specification is allowed.	☐	☐

Annexure B: Code of Conduct

Code of Conduct for Part-Time Medical Consultant whose services are engaged on contract basis with fixed monthly remuneration:

1. The Medical Consultant shall observe, comply with and obey all orders and directions which may from time to time be given to him / her by any person or person under whose jurisdiction, superintendence or control he / she may for the time be placed.
2. Every Medical Consultant shall maintain the strictest secrecy regarding the ReBIT's affairs and the affairs of its constituents and shall not divulge, directly or indirectly, any information of a confidential nature either to a member of the public or of the ReBIT 's Staff, unless compelled to do so by judicial or other authority, or unless instructed to do so by a superior officer in the discharge of his/her duties. No Medical Consultant may contribute to the press anything relating to the affairs of the ReBIT without the prior sanction in writing from the ReBIT or publish any document, paper or information which may come into his/her possession on his/her capacity as medical Consultant of the ReBIT. The ReBIT's Medical Consultant shall indemnify the ReBIT for any loss suffered by the ReBIT as a result of disclosure of any confidential information.
3. Every Medical Consultant shall serve the ReBIT honestly and faithfully and shall use his/her utmost endeavours to promote the interests of the ReBIT and shall show courtesy and attention in all transactions.
4. No Medical Consultant shall take an active part in politics or in any political demonstration or stand for election as member for a Municipal Council, District Board or any Legislative Body.
5. No Medical Consultant shall become or continue to be a member or office-bearer of, or be otherwise directly or indirectly associated with, any trade union or a federation of such trade union or resort to, or in any way abet, any form of strike or participate in any violent, unseemly or indecent demonstration in connection with any matter pertaining to his/ her terms and conditions of contract.
6. A Medical Consultant shall not solicit or accept any gift from any employee.
7. A Medical Consultant shall not be absent from his/ her duties without the permission from the ReBIT and without making alternate arrangement acceptable to the ReBIT during his / her absence.
8. A Medical Consultant will:
 - a. Strictly abide by any law relating to intoxicating drinks or drugs in force in any area in which he/ she may, for the time being, happen to be.
 - b. Not be under the influence of any intoxicating drink or drug while on duty and shall also take care that performance of his/her duties at any time is not affected in any way by the influence of such drink or drug;
 - c. Refrain from consuming, in a public place, any intoxicating drink or drug.
 - d. Not appear in a public place in a state of intoxication.

- e. Not use any intoxicating drink or drug to excess
 - f. Explanation: The term "public place" would include clubs even exclusively meant for members where it is permissible for the members to invite non members as guests, bars and restaurants, public conveyances and all other places to which the public have or are permitted to have access, whether on payment or otherwise".
9. No Medical Consultant shall indulge in any act of sexual harassment of any woman employee at workplace.
- Explanation:** For this purpose, "Sexual Harassment" shall include such unwelcome sexually determined behavior, whether directly or by implication as:
- a. Physical contact and advances.
 - b. Demand or request for sexual favors.
 - c. Sexually coloured remarks
 - d. Showing pornography
 - e. Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature besides, all such definition/ interpretation as applicable in the statute / laws.
10. The contract is liable to be terminated if a Medical Consultant is arrested for debt or on a criminal charge or is detained in pursuance of any process of law.
11. Medical Consultant shall not give, solicit or receive nor shall offer to give solicit or receive, any gift, gratuity, commission or bonus in consideration of or return for the referring, recommending or procuring of any patient for medical, surgical or other treatment. He/ She shall not directly or indirectly participate in or be a party to act of division, transference, assignment, subordination, rebating, splitting or refunding of any fee for medical, surgical or other treatment.
12. The provision at 11 above shall apply with equal force to the referring, recommending or procuring by him/ her or any person, specimen or material for diagnostic purposes or other study/ work.
13. The contract is liable to be terminated in case a Medical Consultant commits a breach of the code of conduct of the ReBIT mentioned above or the terms and conditions of the contract accepted by him / her, displays negligence, inefficiency or indolence, or knowingly does anything detrimental to the interests of the ReBIT or in conflict with its instructions or is guilty of any other act of misconduct.

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date

Annexure C: Self Declaration Relatives in ReBIT

(On letterhead of the Bidder)

We certify that below mentioned are the complete details of relatives of our employees working at ReBIT

Sr. No.	Relationship with the employee (Mother/Father/Sister/Brother/Etc.)	Name of Relative	Designation	Department

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

Annexure D: Self Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

(On letterhead of the Bidder)

Strictly Private and Confidential

To
The Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd. (ReBIT),
502, Building No 1, Mindspace Juinagar,
Nerul, Navi Mumbai – 400706

[Date]

Dear Sir / Madam,

Sub: Request for Quotation ref. no. ReBIT/CPO/_____.

Further to our proposal, in response to the Request for with reference number RFQ (hereinafter referred to as “RFQ”) issued by Reserve Bank information technology Pvt Ltd (hereinafter referred to as “REBIT”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the ReBIT, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.
2. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the ReBIT shall be taken cognizance of by the Regional Complaints Committee constituted by the ReBIT.
3. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to ReBIT’s employee, if sexual violence by the employee of the Bidder is proved.
4. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the ReBIT’s premises.

Yours faithfully,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

Annexure E: Escalation Matrix

Bidder is required to share the Escalation Matrix on company's letter head.

Sr. No	Level	Name	Designation	Mobile# & Email-ID
1	L1			
2	L2			
3	L3			
4	L4			

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date

Annexure H – Commercial Bid

The Financial Proposal must provide a cost breakdown. The format shown below is suggested for use as a guide in preparing the Financial Proposal.

(On letterhead of the Bidder)

Total Cost should be calculated in below format.

Sr No.	Service Name	Service details	Qty in months	Monthly Cost in Rs.	Total Cost in Rs. (Excl tax) (Qty X Monthly Cost)
1	Medical Consultation services to ReBIT employees & their dependents	Service Hours = 6 hours a week Visit. Days = 2 or 3 Days a week ReBIT Premises = P1,P2 and P4	12		

1. The services hours will be decided by ReBIT if its to be distributed in 2 or 3 days and may be changed at ReBIT requirements.
2. Bidders have to provide the cost in INR. GST/Tax Rates are to be provided separately.
3. Transportation – Borne by Supplier.

Note:

The fees payable by REBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as “Taxes”) that may be levied, imposed, charged or incurred and REBIT shall pay the fees due under this RFQ and subsequent agreement after deducting any tax deductible at source (“TDS”), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.
