

Request for Technical Proposal for Annual Health Check-Up Services

Date: 13.08.2026

Introduction & Background

As part of the organization's ongoing commitment to employee well-being and preventive healthcare, the Bank intends to empanel healthcare service providers to facilitate Annual Health Check-Up services for its employees.

Initially, the program is designed for senior executive cadre employees across the organization.

The Bank seeks to engage capable service providers who can deliver a seamless, hassle-free, and premium healthcare experience, supported by strong diagnostic capabilities and a wide service network.

Objectives

The key objectives of this initiative are as follows:

- To provide high-quality annual preventive health check-ups for employees
- To ensure a seamless and premium service experience, especially for senior executives
- To enable PAN-India accessibility across major cities
- To empanel service providers with NABL-accredited premium category diagnostic centers
- To standardize service quality, turnaround time, and reporting
- To promote health awareness and early diagnosis among employees

Scope of Work

The selected vendor(s) shall be responsible for end-to-end delivery of Annual Health Check-Up services, including but not limited to:

Service Delivery

- Facilitation of health check-ups through a network of renowned hospital and premium category diagnostic centers
- Ensuring NABL accreditation compliance across all partner labs / hospitals
- Providing appointment scheduling and coordination support through portal in a hassle-free way

Network Coverage

- Ensuring extensive PAN India coverage across major cities / metros and state capitals

Employee Experience

- Seamless booking process or priority booking
- Minimal waiting time
- Dedicated support / single point of contact / single vendor payment option
- Hassle-free service experience

Reporting

- Timely delivery of diagnostic reports (preferably within 48 hours)
- Provision of digital reports along with hard copy which to be deliver to the provided address by employee and secure access mechanisms

Health Check-Up Program Structure**Senior and Top Management Employees – Pool 1**

- The list of medical tests has been attached herewith by the Bank (Annexure - I)
- Vendors must be capable of delivering customized packages aligned to this list
- Emphasis on premium service quality
- Bandhan Bank will bear the cost of this group of employees and they will enjoy the credit facility

Junior and Mid-Management Employees – Pool 2

The Bank intends to extend the Annual Health Check-Up facility to employees in junior and mid-management segments, under the following framework:

- The cost of the health check-up will be borne by the employee
- Services shall be offered at a discounted rate, pre-negotiated and agreed upon between the Bank and the service provider
- The list of medical tests has been attached herewith by the Bank (Annexure - II)
- The final list of tests applicable for such employees will be finalized based on vendor proposals and Bank approval

Functional Requirements

The vendor must provide the following capabilities:

Appointment Management

- Centralized appointment booking system and billing system
- Support for rescheduling and cancellations

Service Coordination

- Dedicated centralized coordination support
- End-to-end assistance for employees who opt for the check

Reporting & Turnaround

- Defined turnaround time for test results
- Digital report availability within 24 hours

Coverage & Accessibility

- Multi-city coverage with consistent service standards

Proposal Requirements

Vendors are required to include the following details in their proposal:

- Health check-up packages suitable for different employee segments
- Pricing details, for both pool of employees – Pool 1 & Pool 2
- Turnaround time for report delivery for both pool of employees
- Coverage details across locations
- Confirmation of NABL accreditation / NABH (for hospitals)
- Service experience features (booking, coordination, digital reports, etc.)
- The list of medical tests has been attached herewith by the Bank (Annexure – I & II)
- Any value-added services

CONTACT DETAILS

Technical Proposals should be submitted to both the below contacts:

Authorized Contact -1:

- **Mr. Anirban Banerjee**

Bandhan Bank Limited

Human Resource Department -HR Compliance & Benefits

Contact No: +91- 9051210027

Email ID: anirban.banerjee@bandhanbank.com

Authorized Contact -2:

- **Mr. Avilash Nandy**

Bandhan Bank Limited

Human Resource Department -HR Compliance & Benefits

Contact No: +91- 8250736499

Email ID: avilash.nandy@bandhanbank.com

Evaluation Criteria

The technical proposals will be evaluated based on:

Technical Evaluation Framework – Total - 100 Marks	
Criteria	Weightage %
Coverage & Network Strength	50%
Service Delivery Capability, Experience, Expertise & Flawless execution of operations, booking and payment	30%
Compliance with Quality Standards (NABL, NABH, etc) & Flexibility in package offerings	20%

**** Note that percentage ratio of technical and commercial evaluation will be 60:40.**

Timelines

- Submission of query: 17.08.2026
- Submission of proposal: 19.08.2026

Terms & Conditions

- The Bank reserves the right to accept or reject any proposal without assigning any reason
- The Bank may seek clarifications or additional information during evaluation
- Selected vendors shall be required to enter into formal agreements / NDAs

Disclaimer

The information provided in this RFP is intended solely to assist bidders in preparing their proposals and does not constitute an offer, agreement, or contractual commitment by Bandhan Bank. Bidders must independently verify all information and seek clarifications where necessary. The Bank reserves the right to amend, update, or withdraw the RFP, reject any or all bids without assigning reasons, and is not liable for any costs incurred by bidders or for reliance on information contained herein. No contractual obligation shall arise until a formal agreement is executed with the selected bidder. The Bank's decision in the bidding process shall be final and binding, and all RFP-related updates will be communicated through designated channels rather than public advertisements.

Test List – Pool 1

LIST OF TEST COVERED

Health Check Up Parameters	Male	Female
Complete Haemogram (Hb%, PCV, RBC, MCHC, MCV, MCH, Total WBC, Differential Count, ESR, Peripheral Smear, Platelet Count)	Y	Y
Diabetes Profile (Blood Sugar Fasting, PP & HbA1C)	Y	Y
Lipid Profile (Total Cholesterol, HDL, LDL, VLDL, Triglycerides)	Y	Y
Liver Function Tests (Total Protein, Albumin, Globulin, SGPT, SGOT, Alkaline Phosphatase, GGPT, S. Bilirubin (Total & Direct), A/G Ratio)	Y	Y
Kidney Function Tests (Creatinine, BUN (Blood Urea Nitrogen), Uric Acid)	Y	Y
Thyroid Profile (T3, T4, TSH)	Y	Y
Cardiac Assessment (ECG, Echo, TMT)	Y	Y
Gender Specific Tests	Y	Y
PAP Smear & Mamography for Female	N	Y
PSA for Male	Y	N
Other Tests (Chest X-ray PA View, Electrolytes (Sodium, Potassium, Calcium), USG of Whole Abdomen (Screening), Blood Group & Rh Typing, S. Chloride, Vitamin D3, Vitamin B 12, HBsAg, Stool for Rotuine Examination, Stool for Occult Blood, Urine for Routine Examination, Pulmonary Function Test, Phosphorous)	Y	Y
Physical Examination (Height, Weight, BP, Pulse) along with BMI	Y	Y
Consultation	Y	Y
Physician Consultation	Y	Y
Eye Check Up	Y	Y
Gynaecologist Consultation for Female	N	Y
Diet Counseling	Y	Y
Dental Checkup	Y	Y
Breakfast Included	Y	Y

Test List – Pool 2

LIST OF TEST COVERED

Health Check Up Parameters	Male	Female
Complete Haemogram (Hb%, PCV, RBC, MCHC, MCV, MCH, Total WBC, Differential Count, ESR, Peripheral Smear, Platelet Count)	Y	Y
Diabetes Profile (Blood Sugar Fasting, PP & HbA1C)	Y	Y
Lipid Profile (Total Cholesterol, HDL, LDL, VLDL, Triglycerides)	Y	Y
Liver Function Tests (Total Protein, Albumin, Globulin, SGPT, SGOT, Alkaline Phosphatase, GGPT, S. Bilirubin (Total & Direct), A/G Ratio)	Y	Y
Kidney Function Tests (Creatinine, BUN (Blood Urea Nitrogen), Uric Acid)	Y	Y
Thyroid Profile (T3, T4, TSH)	Y	Y
Gender Specific Tests	Y	Y
Other Tests (Electrolytes (Sodium, Potassium, Calcium), USG of Whole Abdomen (Screening), Blood Group & Rh Typing, S. Chloride, Vitamin D3, Vitamin B 12, HBsAg, Stool for Rotuine Examination, Stool for Occult Blood, Urine for Routine Examination, Pulmonary Function Test, Phosphorous)	Y	Y
Physical Examination (Height, Weight, BP, Pulse) along with BMI	Y	Y
Consultation	Y	Y
Physician Consultation	Y	Y