



REQUEST FOR PROPOSAL (RFP)

for

Group Personal Health Insurance Policy for salary Account holders of NHM Punjab and other Specific Savings Bank Scheme of Indian Bank

Date of issue of RFP	17.02.2025
Date of Pre-Bid Meeting	26.02.2025 @12.30 PM
Last Date for receipt of bids	12.03.2025 UP TO 2.45 PM
Date and time of opening Eligibility documents	12.03.2025 @ 3.00 PM
Date and time of opening Commercial documents	12.03.2025 immediately after finalizing technical bid

Issued By: INDIAN BANK

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The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Indian Bank with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where ever necessary obtain independent advice. Indian Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Indian Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Details in brief

Sl No	Tender Ref No	<u>RFP Ref: CO/R&GR/BASC/RFP-134/2024-25 dated 17.02.2025</u>
1.	Brief Description of RFP	Selection of Insurance Company for: Group Personal Health Insurance Coverage For salary Account holders of NHM Punjab and other specific saving bank Scheme of Indian Bank.
2.	Date of issue of RFP	17.02.2025
3.	Bid related queries	Queries related to the bid can be addressed on the below email ID: To : co.rgr@indianbank.co.in CC: basc@indianbank.co.in
4.	Last date and time for submission of query by email on specific Email Id	24.02.2025 up to 12.30 pm
5.	Pre bid meeting (To be conducted online)	26.02.2025 at 12.30 pm
6.	Last date and time for submission Of Eligibility and Bidding Document through physical mode.	12.03.2025 at 2:45 pm
7.	Date and Time of Opening of Eligibility Documents	12.03.2025 at 3:00PM
8.	Date and Time of Opening of Commercial Documents	12.03.2025 immediately after finalizing technical bid
9.	Place of opening of Bids	Indian Bank Corporate Office, Resources & Government Relationship Department, 2 nd Floor, 254-260 Avvai Shanmugam Salai Royapettah, Chennai 600014.
10.	Address for communication and contact number	The General Manager Indian Bank Corporate Office, Resources & Government Relationship Department, 2 nd Floor, 254-260 Avvai Shanmugam Salai Royapettah, Chennai 600014. 044-28134747

Note: The above mentioned dates are tentative and the bidder acknowledges that the Bank may revise these dates at its sole discretion. The bids will be opened in the presence of bidders who choose to be present at the time of opening of bids. If the date falls on a holiday, the bid shall be opened the next working day. Any change from the above shall be informed on our website.

Any bid received after last date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bidder will be allowed any modification after submission of bids. No bidder shall be allowed to withdraw the bid.

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F	Commercial Bid – GHI
G	Non - Disclosure Agreement
H	Authorisation letter
I	Pre-Contract Integrity Pact
J	Letter of authorization on company letter head for authorized signatories

1. Introduction

Indian Bank is one of the leading Public Sector Banks having pan India presence. The Bank was established on 15th August 1907 as part of the Swadeshi movement and nationalized in July 1969. The bank came out with public offer in the year February 2007 and got listed on Stock Exchanges in India in the March 2007. As on 31.03.2024, the Government of India (GoI) holding is at 73.84%.

For further details, please refer Bank's website www.indianbank.in

2. Objectives of the RFP

2.1 Bank intends to offer value added benefits of Group Personal Health Insurance to salary account holders of NHM Punjab and other Specific Savings Bank Schemes of Indian Bank. The list of coverages as stated in **section 4** of this document.

2.2 Indian Bank intends to issue this bid document, hereinafter called RFP, to eligible Insurance Service Providers in India, hereafter called as "Bidders or Vendors", to participate in the Competitive bidding for issuing "Group Personal Health Insurance" coverage to salary account holders of NHM Punjab and other Specific Savings Bank Schemes of Indian Bank for sum insured values along with list of coverages as stated in section 4 of this document.

2.3 All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

2.4 The bid submissions will be made in sealed bids to the address below:

The General Manager

Indian Bank Corporate Office,
Resources & Government Relationship Department,
2nd Floor, 254-260 Avvai Shanmugam Salai
Royapettah, Chennai 600014.

2.5 Bank will not accept any deviations from the terms and conditions specified in the tender. Deviations could result in disqualification of the offer made by the vendor at the discretion of the Bank.

3. Eligibility Criteria

Only those bidders fulfilling the below mentioned criteria should respond to the tender:

- I. The bidder should have a valid insurance license to provide requisite insurance and claims settlement services in India with the requisite documentation from the regulator (IRDAI) in that regard in their possession. The license should be valid for the policy servicing period.
- II. Bidder should be a Government organization / PSU or a registered/ incorporated company in India under the Companies Act 1956 /2013 registered with the IRDAI under General Insurance Category or standalone health insurance and having business in India during last 3 years (Certificate of incorporation is to be submitted)
- III. The bidder should be able to provide insurance cover on Group Personal Health Insurance cover.
- IV. In case the current bidder company is a result of the merger/ acquisition/ takeover/buy/ purchase of business/ operations from other entity, at least one of the merged companies should have been in operation for at least 3 years as on 31.03.2024.
- V. The bidder should have
 - Minimum Solvency ratio of 1.50 (not applicable for PSU) as on 31.03.2024,
 - At least 25 Branches including points of sale across India and
 - Minimum Rs.500 crore gross written premium including reinsurance as on 31.03.2024.Bidder to submit C.A. certificate to this effect.
- VI. The bidder should have experience in servicing the general/health insurance policies of PSU banks in India.
- VII. The bidder should have a positive net worth during the last three years i.e. 2021-22, 2022-2023 and 2023-24 (Not applicable for PSU insurance company) and claim settlement ratio for FY 2023-24 should be $\geq 85\%$.
- VIII. Bidder in case of reinsurer, if any, should be AA rated as on 31.03.2024 by a reputed agency such as S&P, Crisil etc. The insurers are required to provide rating certificate.
- IX. The bidders must have an existing relationship with at least 1 client (Public Sector Scheduled Commercial Bank /Private Bank as on date of bidding regarding offering of Health Insurance if bidding for Group Personal Health Insurance Cover
- X. The bidder should not be blacklisted by Government / Government Agency / Bank / Institution of India as on the date of the bidding.
- XI. The bidder must have a network of at least 25 branches including points of sale (POS) across the country.

Note:

Bidder should submit proof in support of above-mentioned criteria while submitting the proposal. Bidders who do not fulfil the above criteria or who fail to submit proof will be rejected ab initio.

Only those bidders fulfilling all the above eligibility criteria will be short-listed for further evaluation. Bidders rejected having been found ineligible under the above parameters will not be separately informed and no further correspondence will be entertained by the Bank. Self-certified Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made along with tender. The Bank reserves the right to verify/evaluate the claims made by the bidders

independently. All certificates, reference letter, undertaking should be in English, duly complete with signature, name and stamp of the issuing authority and their organization.

In case the company bidding is the new entity because of result of merger or takeover/ buy/ purchase of business/ operations from another entity then the earlier entity whose business/ operations new entity has taken over/bought/purchased should satisfy this criterion.

4. Scope of Work

Bank intends to take the Group Personal Health Insurance (abbreviated as GHI) for salary Account holders of NHM Punjab and other specific saving bank Scheme of the Bank for sum insured values as listed below. Bank will award the tender/contract to the successful bidder/s and the bidder/s should deliver the service with following scope.

Insured's Name	Indian Bank																									
Address for Communication	The General Manager Indian Bank Corporate Office, Resources & Government Relationship Department, 2 nd Floor, 254-260 Avvai Shanmugam Salai Royapettah, Chennai 600014.																									
Policy Period	1 year for the first 10000 customers onboarded to be on-boarded																									
Tenor of the Policy	1 years Rates quoted for the total number of customers under each variant of the product will remain unchanged for the entire policy period of 1 year.																									
Scope of Cover	<p>For GHI: Health Insurance Cover# to salary Account holders of NHM Punjab and other specific Savings Bank Schemes^ of Indian Bank as per details below.</p> <table border="1"> <tr> <td>Family Definition</td> <td>Self (First Account Holder)</td> </tr> <tr> <td>Entry Age</td> <td>18- 60 years</td> </tr> <tr> <td>Hospitalization i.e. Charges for bed per day should be not less than (excluding boarding charges)</td> <td>Normal Room Rent & ICU Rent without any capping actual charges to be paid</td> </tr> <tr> <td>Medicines linked to hospitalization</td> <td>Covered</td> </tr> <tr> <td>Pre-existing Health Condition or disease or ailment / injuries</td> <td>No waiting period for pre-existing Health Condition or disease or ailment / injuries coverage</td> </tr> <tr> <td>Diagnostic material charges, X-rays, Pathological tests, ECGs, etc.</td> <td>Covered only when the person is Hospitalized more than 24 hours</td> </tr> <tr> <td>Operation charges, etc</td> <td>COVERED</td> </tr> <tr> <td>Physician's and Consultant's fees per visit:</td> <td>Covered only when the person is Hospitalized more than 24 hours</td> </tr> <tr> <td>Pre & Post hospitalization expenses</td> <td>30 days and 60 days respectively</td> </tr> <tr> <td>Ambulance charges</td> <td>Maximum 1% of Sum Insured per policy period if hospitalization claim is admissible.</td> </tr> <tr> <td>Domiciliary Treatment</td> <td>NOT COVERED</td> </tr> <tr> <td>Co-payment</td> <td>NIL</td> </tr> </table>		Family Definition	Self (First Account Holder)	Entry Age	18- 60 years	Hospitalization i.e. Charges for bed per day should be not less than (excluding boarding charges)	Normal Room Rent & ICU Rent without any capping actual charges to be paid	Medicines linked to hospitalization	Covered	Pre-existing Health Condition or disease or ailment / injuries	No waiting period for pre-existing Health Condition or disease or ailment / injuries coverage	Diagnostic material charges, X-rays, Pathological tests, ECGs, etc.	Covered only when the person is Hospitalized more than 24 hours	Operation charges, etc	COVERED	Physician's and Consultant's fees per visit:	Covered only when the person is Hospitalized more than 24 hours	Pre & Post hospitalization expenses	30 days and 60 days respectively	Ambulance charges	Maximum 1% of Sum Insured per policy period if hospitalization claim is admissible.	Domiciliary Treatment	NOT COVERED	Co-payment	NIL
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Sum Insured	Type Of Account [^]	Sum Insured (Rs.)	No of Accounts*	Coverage
	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	GHI: 4,00,000	2000	Group Personal Health Insurance Coverage of Rs.4.00 lakh
	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	GHI: 3,00,000	3000	Group Personal Health Insurance Coverage of Rs.3.00 lakh
	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	GHI: 2,00,000	5000	Group Personal Health Insurance Coverage of Rs.2.00 lakh
[^] Names of the schemes are indicative and can be changed as applicable at at the discretion of the Bank. This will cover individual account holders. Bank will bear the premium for this policy and will be the holder of master policy. *The number of accounts is indicative only. Actual figure can vary.				
Terms and Conditions	a) The coverage will be extended to salary account holders of NHM Punjab and other Specific Savings Bank Schemes of Indian Bank. b) The policy will be applicable for existing account holders as well as new accounts converted /opened during the policy period in the Specific Savings Bank Schemes of the Bank. c) The Policy will cover the first Account holder only in case of Joint Accounts. d) In New accounts however notwithstanding the date of intimation to the selected bidder, the insurance coverage shall commence from the time the premium is paid to the insurer. Indian Bank shall have Cash Deposit – CD A/c with sufficient balance with the Insurer at all times. e) The quoted premium rate per account holder will remain unchanged for the entire policy period of 1 st year. f) Addition/Deletion of the members will be done on monthly basis. Bank will share the data by 10 th of next month and coverage to be provided for one year. . g) All admissible claims will be payable by the insurance company. Bank shall have no liability whatsoever in respect thereof. h) The Policy will remain in force for the entire policy period. The insurance company will not cancel the policy mid-way till its expiry. i) On receipt of the claim, the insurance company should send an acknowledgement to the claimant/sender/Bank within 7 working days. j) No claim will be rejected on account of delay in intimation/submission of claim documents. k) Any requirement/ deficiencies in the documents submitted shall be sought by the insurer within 7 working days of receipt of the claim documents. All the documents, if found in order, the Insurance Company will settle the claim within			

	<p>15 working days from the date of receipt of documents. In case of unexplained delay of beyond 30 working days, the Insurance Company shall pay interest @2% above the prevailing Bank Rate from the date of claim, on the claim amount to the claimant.</p> <p>l) All the claims will be payable by the insurance company to the Bank by way of NEFT/RTGS for credit to specific Bank Account, as advised by the bank/branch.</p> <p>m) All correspondence in submitting, processing and Settlement of the claim shall be between Insurer Bidder and claimant directly. Bank shall have no liability whatsoever in this regard. If the bank is made party in legal processing related to the claim settlement, selected bidder shall implead itself in such proceedings and shall contest the case and ensure that the bank is protected and indemnified.</p> <p>n) If the bank is made party in legal processing related to the claim settlement, selected bidder shall implead itself in such proceedings and shall contest the case and ensure that the bank is protected and indemnified.</p> <p>o) Bank reserves the right to continue or discontinue of any scheme.</p> <p>p) Insurer shall provide the grievance redressal mechanism along with grievance escalation matrix for handling grievances.</p>
<p>Documents to be submitted in event of a Claim</p>	<p>For GHI:</p> <p>PROCEDURE FOR CASHLESS FACILITY IN A NETWORK HOSPITAL</p> <ul style="list-style-type: none"> ▪ In case of Planned admissions: The insured will notify / inform the Third Party Agency(TPA) calling the call center number (landline no)/ (Toll free no), numbers which are to be mentioned on the certificate of insurance back side of the TPA card, 7 days prior to the date of admission. ▪ On receipt of the above form, the on-duty Doctor will verify coverage vis-à-vis the insurance policy and if covered, a Letter of Admission (LOA) will be sent to the hospital in case of incomplete information on the request note additional information might be called for from the TPA. ▪ If the coverage is not established, Intimation (Denial) will be sent to the hospital and to INDIAN BANK. The denial of authorization for cashless access does not mean denial of treatment and does not in any way prevent the insured from seeking necessary medical attention or hospitalization. <p>PROCEDURE FOR REIMBURSEMENT FACILITY IN A NON NETWORK HOSPITAL</p> <p>In case of emergency hospitalization in Non-Network hospitalization: The insured to notify / inform the TPA calling the call center number (land line no)/ (Toll free no), numbers mentioned on the back side of the TPA card, prior to the date of admission or within 7 days from the time of hospitalization. TPA will provide the claim number which can be used for future reference.</p> <p>The insured to submit the following documents in original for reimbursement claims after discharge from the hospital to TPA office address respectively.</p> <ul style="list-style-type: none"> • Duly filled & signed claim form of Insurance Company to be attached for every submission of pre & post expenses, • PPN Network Declaration should be signed & stamped by Hospital Authority

	<p>(Mandatory)</p> <ul style="list-style-type: none"> • Original Discharge Card / Discharge Summary duly signed by treating doctor and with hospital stamp. • Original hospital bill with break-up details with serial no. duly sealed & signed. • Original pre-numbered hospital payment receipts duly sealed & signed. • Original prescription. • Original pharmacy bills (please make sure patient name is mentioned on the bill). • Original advance paid receipt if any • Original consultation papers, if any, • Original investigation reports along with original bills & payment receipts for the investigations done within & outside hospitals. • In case of accidental Injury, submit FIR copy (if any) or Medical certificate from Doctor about intoxication of Alcohol / Drugs • Claim Documents should be submitted within 60days of discharge. • Invoice / IOL implant stickers required for Cataract claim submission. • Cancel Cheque is required with signature. • 30 days prior to admission date and 60 days post the discharge date for hospitalization for the same illness will be covered irrespective of whether it is a cashless or a reimbursement facility. • Indoor case papers (ICP's) <p>The Insurance Company will have to settle the claims only considering the policy framework and conditions and the process as mentioned above with the required set of documents. No other terms and conditions will be quoted in an event of the claim settlement.</p>
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5. Proposal Process Management

- 5.1 Bank reserves the right to accept or reject any or all proposals, to revise the RFP, to request one or more re- submissions from all bidders or clarifications from one or more bidders, or to cancel the process in part or whole. All claims for functional/technical delivery made by the bidders in their responses to the RFP shall be assumed as deliverable within the quoted financials.
- 5.2 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank will, in no case be responsible or liable for those costs.

6. Overview of Evaluation Process

- 6.1 Eligibility documents and Commercial Bid to be submitted by bidder as per stipulated date/time, address and the manner as mentioned above in this document.
- 6.2 The bidders to appoint one representative to act as executive representative of the bidder for all future correspondence, bidder to provide contact details of such a representative.
- 6.3 The Bank reserves the right for modification in mode of submission of the bids. The same shall be uploaded on the Bank's website by way of corrigendum.
- 6.4 The bids will be opened as per tender schedule as mentioned above, at location of the bank and the same will be opened in front of the respective executive representatives of the bidders.

- 6.5 In the event of the specified date of bid opening being declared a holiday for the Bank, the bids shall be opened at the appointed time and place on next working day.
- 6.6 Contingent to the eligibility criteria being met, the bidder's official submission will be taken into consideration with immediate disqualification in case of any discrepancy in that regard.
- 6.7 The bidders who qualify as per eligibility in totality will only be eligible for the commercial bid opening thereafter.
- 6.8 The L1 bidder/s will be determined on the basis of lowest price quoted for GHI. If more than one bidder qualifies as L1 in any category, then the decision of the Bank will be final in this regard.
- 6.9 The L1 winning bidder/s shall undergo due process to commence the insurance policy.

7. Language of Bid

The language of the bid response and any communication with the Bank must be written in English only. Supporting documents provided with the RFP response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern. No overwriting or pen lineation is acceptable.

8. Documentation Process:

8.1(a) **The Eligibility documents as per Annexure: B**– The Documents as per the eligibility criteria should be complete in all respects and contain all information asked for in these documents.(Supporting documents should be attached) .However It should not contain any price information.

8.1(b) **Annexure C** undertaking by the bidder.

8.1(c) **Annexure D, E & I** are to be submitted in this envelope as per format prescribed by the bank.

8.1(d)For participation in GHI (Group Personal Health Insurance) Policy - **The quote slip** to be submitted as per **Annexure E & Commercial Bid**: As per **Annexure F**

8.2 The aforementioned documents should be submitted on the bidders' letter head and should bear the bidders' seal along with the name, designation & signature of the Authorized Signatory of the bidder.

8.3 The bidder should ensure that all the annexures are submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.

8.4 The Bank 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.

8.5 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the participating bidders. Notification of amendments/corrigendum will be made available on our website at www.indianbank.in and will be binding on all bidders .No separate communication will be issued.

8.6 In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

8.7 The bank reserves the right to drop the RFP process any time.

9. Commercial Bid

The Commercial bid must be submitted as provided for in the template attached as **Annexure F. Separate Price Bids to be quoted for each option as per Annexure F.**

Opening of the commercial bids will be subject to the vendors getting shortlisted on the basis of eligibility evaluation.

10. Summary of Proposal Format

The RFP should be submitted in two separate sealed envelopes.

Sealed Envelope 1: All the below annexures to be submitted:

- Documents pertaining to Eligibility criteria (**Annexure B**)
- Undertaking By the Bidder (**Annexure C**)
- Organisation Snapshot (**Annexure D**)
- Integrity Pact (**Annexure I**)
- Letter of authorization on company letter head for authorized signatories (**Annexure J**)

Envelope containing the above annexures should have the name of the bidder mentioned on the envelope and titled according to the bidding submission from the bidder as either of the three description options – "**Eligibility documents for Group Personal Health Insurance Policy for salary Account holders of NHM Punjab & other Specific Savings Bank Scheme of Indian Bank**".

Sealed Envelope 2: All the below annexures to be submitted

- Quote Slip (For Group Personal Health Insurance Policy) (**Annexure E**)
- Commercial Bid (For Group Personal Health Insurance Policy) (**Annexure F**)

Envelope containing the above annexure should have the name of the bidder mentioned on the envelope and titled as – "**Commercial bid for Group Personal Health Insurance Policy for salary Account holders of NHM Punjab & other Specific Savings Bank Scheme of Indian Bank**".

11. Proposal Ownership

The proposal and all supporting documentation submitted by the vendors shall become the property of the Bank unless the bank agrees to the vendor's specific requests, in writing, that the proposal and documentation be returned or destroyed after bid validity period.

12. Rejection of Bids

The Bid is liable to be rejected if:

- 12.1 The document does not bear signature of authorized person in each page and is not duly stamped.
- 12.2 It is received through Fax/E-mail/ post/courier.
- 12.3 It is not sealed.

- 12.4 It is received after expiry of the due date and time stipulated for Bid submission.
- 12.5 It is Incomplete including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP)
- 12.6 It is evasive or contains incorrect information
- 12.7 Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. is made.
- 12.8 It does not comply with all the points mentioned in the scope of work. Noncompliance of any RFP clause will lead to rejection of the bid.
- 12.9 Bids not containing the requisite Annexures as per point no 10.

13. Bidder's Liability

The Bidder's liability in case of claims against the Bank resulting from misconduct or negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

14. Modifications and/or Withdrawal of Bid

- 14.1 No bid will be allowed to be submitted or modified after the deadline for submission of bids.
- 14.2 No bid shall be withdrawn in the intervening period between deadlines for submission of bids.
- 14.3 No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- 14.4 Only one bid is to be accepted for GHI, no change permitted.
- 14.5 All Proposals shall be valid for a period of 180 days from the last date of submission. Bank will make its best effort to complete the process within the specified period. However, should the need arise, the Bank may request the Bidder to extend the validity period of their proposals. Bidders, who do not agree, have the right to refuse to extend the validity of their Proposals. Under such circumstances, Bank shall not consider such proposals for further evaluation.

15. Price

During entire Policy period of 1 year there shall be no increase in premium for any reason whatsoever during the policy period. Any standard clauses in the policy document pertaining to increase of premium or modification or alteration of RFP terms and conditions shall not be accepted during the policy period.

16. Notification of Award

After selection of the L1 bidder and after obtaining internal approvals, the Bank will send Notification of Award /Purchase Order to the selected Bidder. Bank reserves the right to negotiate with L1 insurance company on pricing after allotment of tender anytime during the tenure of the policy.

17. Amendments to Bidding Documents

- a. Bank reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- b. Prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification amendment, if any, will be notified on Bank's website www.indianbank.in. No individual communication would be made in this respect.

18. No Commitment to Accept Lowest or Any Tender

- a. The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice.
- b. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of suitability, capabilities, track records, reputation among users and other similar credentials of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder.

19. Governing Law and Disputes

The selected Bid shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts / Tribunals in Chennai.

20. Confidentiality

- a. The selected bidder shall ensure strict confidentiality of the details of customers /clients/claimants of the bank.
- b. This document contains information confidential and proprietary to the Bank. Disclosures of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidders, premature termination of the contract, and / or legal action against the bidders for breach of trust.
- c. The bidder (and his employees) shall not, unless the Bank gives permission in writing, disclose any part or whole of this RFP document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Bank (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the bidder will maintain strict confidentiality.
- d. The bidder, his employees and agents shall not, without prior written consent from the Bank, make any use of any document or information given by the Bank or its Authorized personnel, except for purposes of performing the contract award.
- e. In case of breach of confidentiality terms by a bidder, the Bank shall take such legal action as it may be advised or deemed fit.

21. Clarifications

All queries and clarifications regarding the RFP must be sent to the following e-mail id: basc@indianbank.co.in and CC to : co.rgr@indianbank.co.in with subject "**RFP Clarifications – For Group Personal Health Insurance Policy for salary Account holders of NHM Punjab and other Specific Savings Bank Scheme of Indian Bank** as per the date given in the schedule of events of this RFP document.

Bidders are requested to visit our Banks website site for clarifications and other communications if any.

22. Arbitrations

All disputes and differences of any kind whatsoever arising out of or in connection shall be referred to arbitration by sole arbitrator appointed by the parties by mutual consent. The decision of the arbitrator shall be final. Such arbitration shall be governed by the provisions of Indian Arbitration and Conciliation Act 1996. All arbitration proceedings shall be at Chennai and language of Arbitration shall be English. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

23. Jurisdictions

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts / tribunal at Chennai.

24. Errors and Omissions

Each bidder should notify the Bank of any error, fault, omission or discrepancy found in this RFP document, but not later than five business days prior to the last date of submission of response to this RFP.

25. Severability

If any provision of this RFP/ contract or any other agreement or document delivered in connection with this RFP/ contract, if any, is partially or completely invalid or unenforceable in any jurisdiction, then that provision shall be ineffective in that jurisdiction to the extent of its invalidity or unenforceability, but the invalidity or unenforceability of that provision shall not affect the validity or enforceability of any other provision of this RFP/ contract, all of which shall be construed and enforced as if that invalid or unenforceable provision were omitted, nor shall the invalidity or unenforceability of that provision in one jurisdiction affect its validity or enforceability in any other jurisdiction.

26. Corrupt and Fraudulent Practices

- As per Central Vigilance Commission (CVC) directives, it is required that bidders/ Suppliers/ Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy, without indulging in any corrupt practice.
- "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution.
- "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

- The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract. The decision of Bank in determining the above aspects will be final and binding on all the bidders. No bidder shall contact through any means of communication to the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the Bank, it may do so in writing.

27. Vicarious Liability

The selected bidder shall be the principal employer of the employees, agents, contractors, sub-contractors, etc., engaged by the selected bidder and shall be vicariously liable for all the acts, deeds, matters or things, whether the same is within the scope of power or outside the scope of power, vested under the contract.

No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors, etc., by the selected bidder, for any assignment under the contract.

All remuneration, claims, wages dues, etc., of such employees, agents, contractors, sub-contractors, etc., of the selected bidder, shall be paid by the selected bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the selected bidder's employees, agents, contractors, subcontractors, etc.

The selected bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of selected bidder's employees, agents, contractors, sub-contractors, etc.

28.Engagement Tenure

The tenure of the Insurance Co. engagement will be valid for a period of one year from date of placing of work order, subject to annual review. Bank reserves the right to terminate the agreement with selected Insurance Co. before one year, in case the insurance company is found to be lacking in settlements of claims within TAT defined in this document. Bank reserves the right to extend the contract for up to 2 more blocks of one years each, on satisfactory conduct of the policy for first one-year period.

29.Compliance with Statutory and Regulatory Provisions

It shall be the sole responsibility of the Vendor to comply with all Statutory, Regulatory & Laws of the Land and provisions while delivering the services mentioned in this RFP.

30.Indemnity

The selected vendor must undertake to indemnify Indian Bank and its officers, employees, and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, arising out of the performance of this contract. The selected vendor shall have to undertake to indemnify Indian Bank and its officers, employees, and agents against liability, including costs, for actual or alleged

direct or contributory infringement or misuse by vendor of, any license issues arising out of the execution of this contract.

The Bidder / contractor should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the Bank arising out of breach of Contract obligations under this arrangement by the Bidder / contractor etc.

Further, the selected bidder shall irrevocably indemnify the Bank against all actions, suits, claims, proceedings, losses, damages, liabilities, counterclaims, penalties, costs and expenses (including advocates' fee and court costs and expenses incurred by the Bank, if any, for enforcement of this indemnity) whatsoever which may be incurred or suffered by the Bank due to repudiation of claims/ delay in settlement of claims of insured/ claimants or due to any matter connected with the agreement.

31. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as: -Natural phenomenon, including but not limited to floods, droughts, earthquakes, and epidemics. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos, Terrorist attack, public unrest in work area.

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force Majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions related to indemnity, confidentiality survive termination of the contract.

32. Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be e-mailed followed by hand-delivery with acknowledgement thereof or transmitted by pre-paid registered post or courier. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post then on expiry of seven days from the date of posting.

33. Defaults, Breaches, Termination, and Closure of Contract

33.1 Defaults and Breach of Contract

In case the selected bidder/contractor undergoes insolvency or receivership; neglects or defaults, or expresses inability or disinclination to honour his obligations relating to the performance of the contract or ethical standards or any other obligation that substantively affects the Procuring Entity's rights and benefits under the contract, it shall be treated as a breach of Contract. Such defaults could include inter-alia:

- Default in Performance and Obligations: If the selected bidder /contractor fails to deliver any or all of the Services or fails to perform any other contractual obligations (including Code of Integrity or obligation to maintain eligibility and Qualifications based on which

contract was awarded) within the period stipulated in the contract or within any extension thereof granted by the Procuring Entity.

- Insolvency: If the selected bidder /contractor being an individual or if a firm, any partner thereof, shall at any time, be adjudged insolvent or shall have a receiving order or order for the administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
- Liquidation: If the selected bidder /contractor is a company being wound up voluntarily, or by order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture-holders to appoint a Receiver, Liquidator or Manager

33.2 Notice for Default

As soon as a breach of contract is noticed, a show-cause 'Notice of Default' shall be issued to the selected bidder /contractor, giving two weeks' notice, reserving the right to invoke contractual remedies. After such a show-cause notice, all payments to the selected bidder /contractor would be temporarily withheld to safeguard needed recoveries that may become due on invoking contractual remedies.

33.3 Terminations for Default

- ✓ Notice for Termination for Default: In the event of unsatisfactory resolution of 'Notice of Default' within two weeks of its issue as per sub-clause above, the Procuring Entity, if so decided, shall by written Notice of Termination for Default sent to the selected bidder /contractor, terminate the contract in whole or in part, without compensation to the contractor.
- ✓ Such termination shall not prejudice or affect the rights and remedies, including under sub-clause below, which have accrued and/ or shall accrue to the Procuring Entity after that.
- ✓ Unless otherwise instructed by the Procuring Entity, the selected bidder /contractor shall continue to perform the contract to the extent not terminated.
- ✓ All Defect Liability obligations, if any, shall continue to survive despite the termination.

33.4 Contractual Remedies for Breaches/ Defaults or Termination for Default

If there is an unsatisfactory resolution within this period, the Procuring Entity shall take one; or more of the following contractual remedies.

- ✓ Temporary withhold payments due to the contractor till recoveries due to invocation of other contractual remedies are complete.
- ✓ Call back advances of payment, if any, with a levy of interest at the prevailing rate (MIBID - Mumbai Interbank Bid Rate).
- ✓ Recover liquidated damages and invoke denial clause for delays.
- ✓ Prefer claims against insurances, if any.
- ✓ Terminate Contract for default, fully or partially including its right for Risk-and- Cost Procurement as per following sub-clause.
 - Risk and Cost Procurement: In addition to termination for default, the Procuring Entity shall be entitled, and it shall be lawful on his part, to procure Services similar to those terminated, with such terms and conditions and in such manner as it deems fit at the "Risk and Cost" of the contractor. Such Risk and Cost Procurement must be contracted within six months from the breach of Contract. The contractor shall be liable for any loss which the Procuring Entity may sustain on that account provided the procurement, or, if there is an agreement to procure, such agreement is made. The

contractor shall not be entitled to any gain on such procurement, and the manner and method of such procurement shall be in the entire discretion of the Procuring Entity. It shall not be necessary for the Procuring Entity to notify the contractor of such procurement. It shall, however, be at the discretion of the Procuring Entity to collect or not the security deposit from the firm/ firms on whom the contract is placed at the risk and cost of the defaulted firm.

Note: Regarding the Services that are not readily available in the market and where procurement difficulties are experienced, the period for making risk procurement shall be nine months instead of six months provided above.

- ✓ Initiate proceedings in a court of law/tribunals in Chennai for the transgression of a law, tort, and loss, not addressable by the above means.

34. Assignment of Services

- The selected bidder /contractor shall not, save with the previous consent in writing of the Procuring Entity, sublet, transfer, or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever.
- The selected bidder /contractor shall notify the Procuring Entity in writing all subcontracts awarded under the contract if not already stipulated in the contract. In its original bid or later, such notification shall not relieve the contractor from any of its liability or obligation under the terms and conditions of the contract.
- If the selected bidder /contractor sublets or assigns this Contract or any part thereof without such permission, the Procuring Entity shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder.

35. Appointment of External Consultant

The bank reserves the right to appoint or take help of an external consultant without any objection of the bidder.

36. Submissions of Bids

The bidders have to submit bids physically in sealed cover at the following address **on or before 12.03.2025 at 2:45PM.**

To
**The General Manager
Indian Bank Corporate Office,
Resources & Government Relationship Department,
2nd Floor, 254-260 Avvai Shanmugam Salai
Royapettah, Chennai 600014.**

ANNEXURE B

Eligibility Criteria Compliance

Place:

Date:

Sl. No	Description	Complied with Statement	Proof Attached
1	The bidder must have an IRDA license for carrying on insurance business in India.		IRDA license copy
2	The Bidder should be able to provide insurance cover on Group Personal Health Insurance(GHI)		IRDA filed product copy
3	Bidder should be a Government organization / PSU or a registered/ incorporated company in India under the Companies Act 1956 /2013 registered with the IRDAI under General Insurance Category or standalone health insurance and having business in India during last 3 years		Certificate of incorporation is to be submitted
4	The bidder must have a track record of minimum three years of operations in General insurance or standalone Health Insurance business in India as on 31st March 2024;		IRDA Renewal certificates for last 3 years i.e. 2021-22, 2022-23, 2023-24
5	The bidder must have a network of at least 25 branches including points of sale (POS) across the country.		State wise list of Branch offices along with Contact details of the branches including Point of sales.
6	<ul style="list-style-type: none"> The Gross written premium collection for the year 2023-24 should be at least Rs. 500 Crs. (Including Reinsurance) (C.A. certificate basis) Minimum solvency ratio of 1.50 as on 31.03.2024 Positive net worth during the last three years i.e. 2021-22,2022-2023 and 2023-24 Claim settlement ratio for FY 23-24 should be $\geq 85\%$ <p>(solvency Ratio and Net worth not applicable for PSU insurers)</p>		Audited Annual Report
7	Reinsurer, if any, should be AA rated as on 31.03.2024 by a reputed agency such as S&P, Crisil etc. The insurers are required to provide Rating Certificate.		Rating Certificate
8	The bidders must have an existing relationship with at least 1 clients (Public Sector Schedule Commercial Bank /Private Bank) as on date of bidding regarding offering of Group Personal Health Insurance cover		Bidder should provide client's Name, Policy Number and Policy Period Reference Letter must be attached.
	The Bidder should not be blacklisted by Government / Government Agency / Bank / Institution of India as on date of the bidding.		

Signature of Applicant:

Name & Organisation

Seal of Organisation

Annexure - C

Undertaking by the Bidder (On Letter Head)

To:

The General Manager
Indian Bank Corporate Office,
Resources & Government Relationship Department,
2nd Floor, 254-260 Avvai Shanmugam Salai.
Royapettah, Chennai 600014.

Dear Sir,

Sub: RFP for Group Personal Health Insurance Policy for salary Account holders of NHM Punjab and other Specific Savings Bank Scheme of Indian Bank

We, the undersigned are duly authorized to represent and act on behalf of [insert] ("Bidder") in terms of the enclosed Board Resolution at Schedule 1.

1. Having reviewed and fully understood all information provided in the Request for Proposal Document dated [insert] ("RFP") issued by the Bank, [Bidder] is hereby submitting the Bid. As required we are enclosing the following:
 - a. Bid as per the RFP
 - b. Other details and supporting documents (as applicable) in response to the requirements outlined in the RFP.
2. Our Bid is unconditional, valid and open for acceptance by Bank until 180 days from the last date of submission of the RFP.
3. We undertake that we shall make available to the Bank, any additional information / clarification it may find necessary or require to supplement or authenticate the Bid.
4. We hereby agree, undertake and declare as under:
 - a. We have examined the RFP document and have no reservations with respect to the same.
 - b. Our Bid is, in all respects, compliant with the requirements of the RFP. Without prejudice to the foregoing, notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby represent and confirm that our Bid is unqualified and unconditional and is without any deviations, conditions or any assumptions in all respects.
 - c. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid, we hereby agree and undertake to keep this Bid valid and open for acceptance without unilaterally varying or amending its terms for the period, including any extended period, as specified in accordance with the RFP.
 - d. We declare that in the event that the Bank discovers anything contrary to our above declarations, it is empowered to forthwith disqualify us and our Bid.
 - e. We undertake that in case due to any change in facts or circumstances or applicable law during the Bidding process, we are disqualified in terms of the RFP, we shall intimate the Bank of the same immediately.
 - f. We further declare that we have not been declared ineligible for corrupt or fraudulent practices in any bid process and have not been blacklisted by any Nationalized Bank or regulatory authority in the past five years.
 - g. We confirm that the Bank and its authorized representatives are hereby authorized to conduct any inquiry or investigation to verify the veracity of the statements, documents, and information submitted in connection with this Bid and to seek clarifications from our employees and clients regarding any financial and technical aspects.

- h. This letter will also serve as authorization to any individual or authorized representative of any entity referred to in the supporting information, to provide such information deemed necessary and requested by Indian Bank to verify statements and information provided in this Bid, or with regard to our resources, experience, and competence.
- i. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Bank in connection with the selection of the Bidder, or in connection with the Bidding process itself, in respect of the above mentioned Proposed Tie-up and the terms and implementation thereof.
- j. This letter also serves an authority to the Bank to furnish any information related to the Bidder in relation to the proposed Corporate Agency Arrangement to any Regulatory / Statutory authority in India to which the Bank & its proposed Corporate Agency Arrangement is subjected to.
5. We understand that:
- a. All information submitted under this Bid shall remain binding upon us.
- b. The Bank may in their absolute discretion reject or accept any Bid.
- c. We acknowledge the Right of the Bank to reject, our Bid without assigning any reason for the Proposed Tie-up and reject all Proposals. Otherwise and hereby waive our right to challenge the same on any account whatsoever.
- d. Bank is not bound to accept any Bid that it may receive pursuant to the RFP.
6. We acknowledge that the Bank will be relying on the information provided in the Bid and the documents accompanying such Bid for selection of the Bidders and we declare that all statements made by us and all the information pursuant to this letter are complete, true and accurate to the best of our knowledge and belief.
7. We hereby unconditionally undertake and commit to comply with the timelines as specified in terms of the RFP or as extended by the Bank from time to time at its sole discretion.
8. This Bid shall be governed by and construed in all respects according to the laws of India. Courts in Chennai, India, shall have exclusive jurisdiction in relation to any dispute arising from the RFP, this Bid and the Bid process.
9. All the terms used herein but not defined, shall have the meaning as ascribed thereto under the RFP.
10. All the information furnished by us here in above is correct to the best of our knowledge and belief.
11. We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexure.
12. We agree that the decision of Indian Bank in selection process will be final and binding on us.
13. We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the Bank.
14. We confirm that none of our Corporate Agency agreements have been terminated / not renewed and /or served notice for discontinuation of the Corporate Agency Agreement by any Scheduled Bank as on the date of submission of this RFP during the last 3 years on account other than amalgamation / closure of Scheduled Bank.
15. We confirm and declare that we have sound business polices, ethical values and are a customer /insured friendly organization and shall not do any act which may have the effect of reputational and other losses, damages to the Bank.

We confirm that we are complying to the IRDAI guidelines.

Place:

Date:

Signature of Applicant:

Name & Designation

Seal of Organization

ANNEXURE D

ORGANISATION SNAPSHOT

1	Name of the Applicant Firm			
	Complete address – H.O			
	Tel. No.			
	Website			
2	Names of the JV Partners & % of stake held by each as on 31.03.2024			
	1.			
	2.			
	3.			
	4.			
3	Year of Establishment			
4	Month & Year of commencement of Business			
5	IRDAI License Number & Date			
6	Number of Branches as on 31.03.2024			
7	Financial Information	2021-22	2022-23	2023-24
	a. Invested Capital (INR Cr)			
	b. Operating Profit / (Loss) (INR Cr)			
	c. Profit / (Loss) after Tax (INR Cr)			
	d. Accumulated profit / loss (INR Cr)			
	e. Net worth (INR Cr)			
	f. AUM (INR Cr)			
	g. Solvency Ratio			
8	Business Information	2021-22	2022-23	2023-24
	a. Number of Policies			
	b. Gross Written Premium (INR Cr)			
	c. Claims Paid (INR Cr)			
9	Claim Ratio			

ANNEXURE E1
Quote Slip (On Letter Head) – GHI (GROUP PERSONAL HEALTH INSURANCE POLICY)
Cover: For salary Account holders of NHM Punjab/other Specific Savings Bank Scheme of Indian Bank

S.No.	Type of Account [^]	Sum Insured (Rs.)	Per Person Premium in Rupees With GST and without IRDAI		
			Cost	GST	Total
1	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	4,00,000/-			
2	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	3,00,000/-			
3	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	2,00,000/-			

[^]Names of the schemes are indicative only and can be changed as applicable at the discretion of the Bank. This will cover individual account holders. Bank will bear the premium for this policy and will be the holder of master policy.

ANNEXURE F1
Commercial Bid - GHI (GROUP PERSONAL HEALTH INSURANCE POLICY)

 (To be included in **Commercial Bid for GHI** Envelope)

To:

Date:

 The General Manager
 Indian Bank Corporate Office,
 Resources & Government Relationship Department,
 2nd Floor, 254-260 Avvai Shanmugam Salai
 Royapettah, Chennai 600014.

Dear Sir,

Re: Request for Proposal of Group Personal Health For salary Account holders of NHM Punjab and other Specific Savings Bank Scheme of Indian Bank

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required Insurance cover in conformity with the said Bidding documents as under or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

S.No.	Type of Account [^]	Sum Insured (Rs.)	Per Person Premium in Rupees With GST and without IRDAI		
			Cost	GST	Total
1	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	4,00,000/-			
2	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	3,00,000/-			
3	Salary A/c Holders - NHM Punjab and other specific saving bank Scheme of Indian Bank	2,00,000/-			

[^]Names of the schemes are indicative only and can be changed as applicable at at the discretion of the Bank. This will cover individual account holders. Bank will bear the premium for this policy and will be the holder of master policy.

We undertake, if our Bid is accepted, to provide GHI for the above purpose within the stipulated time schedule.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by Indian Bank up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.



RFP Ref: CO/R&GR/BASC/RFP-134/2024-25

**CO: RESOURCES & GOVERNMENT RELATIONSHIP DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
254-260, AVVAI SHANMUGAM SALAI
ROYAPETTAH, CHENNAI – 600014
Date: 06.02.2025**

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2025.

(Signature)

(Name) (In the capacity of)

Duly authorized to sign Bid for and on behalf of

ANNEXURE G

NON-DISCLOSURE AGREEMENT

Tender Ref : CO/R&GR/BASC/RFP-134/2024-25 Dated 17.02.2025

(To be kept in the Technical Proposal Envelope)

THIS AGREEMENT made and entered into aton this theday of.....2025... between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its *Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014 or Head Office, Information Technology Department, 66 Rajaji Salai, Chennai - 600001*, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the "Supplier" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is inter-alia engaged in the business of banking and intends to procure *Group Personal Health insurance* for salary Account holders of NHM Punjab and other specific saving bank Scheme of the Bank.

M/s..... Limited has been engaged in the business of providing *Group Personal Health insurance coverage and agreed to provide Group Health Insurance coverage* for salary Account holders of NHM Punjab and other specific saving bank Scheme of the Bank.

The parties have entered into agreement dated _____ for providing *Group Personal Health insurance* for salary Account holders of NHM Punjab and other specific saving bank Scheme of the Bank (herein after referred to as "purpose") and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or

records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.

2. Use of Confidential Information

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. Whenever, it is expedient under the contract, the Receiving Party may disclose confidential information to consultants/third party only if the consultant/ third party has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

Upon written request by the Bank, the Supplier shall:

- (i) cease using the Confidential information,
- (ii) return the Confidential Information and all copies, notes or extracts thereof to the Bank within seven (7) business days of receipt of request and
- (iii) confirm in writing that the Receiving Party has complied with the obligations set forth in this paragraph."

3. Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented.

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party in respect of disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No License under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6. Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/ other legal recourse.

11. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

12. Indemnity clause

"The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants."

13. Governing laws

The provisions of this agreement shall be governed by the laws of India.



RFP Ref: CO/R&GR/BASC/RFP-134/2024-25

**CO: RESOURCES & GOVERNMENT RELATIONSHIP DEPARTMENT,
INDIAN BANK, CORPORATE OFFICE,
254-260, AVVAI SHANMUGAM SALAI
ROYAPETTAH, CHENNAI – 600014
Date: 06.02.2025**

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK

M/s

Authorised Signatory

Name:

Designation:

Office Seal

Place:

Date:

ANNEXURE-H

Authorization letter format (for attending bid opening)

(To be presented by the authorized person at the time of Bid Opening on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company)

Ref No: RFP Ref: CO/R&GR/BASC/RFP-134/2024-25

Date: 17.02.2025

The General Manager
Indian Bank Corporate Office,
Resources & Government Relationship Department,
2nd Floor, 254-260 Avvai Shanmugam Salai
Royapettah, Chennai 600014.

Dear Sir,

SUB: RFP for selection of General Insurance Company/Companies for For salary Account holders of NHM Punjab/other Specific Savings Bank Scheme of Indian Bank

Ref No: RFP Ref: CO/R&GR/BASC/RFP-134/2024-25

Dated 17.02.2025

This has reference to your above RFP.

Mr./Miss/Mrs. _____ is hereby authorized to act all activities related to the said bid & attend the bid opening of the above RFP on _____ on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name & Designation of Authorizing Authority

NOTE: This Authorization letter is to be carried in person and shall not be placed inside the bid covers.

Place:

Date:

ANNEXURE-I

[The Bidder has to submit Integrity pact document in Non judicial stamp paper (applicable value) along with other mandatory supporting documents meant for Technical bids.]

PRE CONTRACT INTEGRITY PACT

Between

Indian Bank (Bank) hereinafter referred to as "The Principal", and
..... hereinafter referred to as "The Bidder/
Contractor"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

(1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe

the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to put the bidder on a holiday

list for 3 years.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Bidder liquidated damages.

Section 5 - Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

(3) The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.

(4) The Bidder acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.

(5) Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder as deemed fit by the Bank.

(6) If the Bidder can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors

(1) The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Pre-Contract Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/Contractor(s) /Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has

substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- (1) The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
- (3) The Bidder(s)/Contractor(s) accept that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
- (4) The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (8) The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Pre-Contract Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 - Other provisions

- (1) This agreement is subject to Indian Laws. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Chennai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) In the event of any contradiction between the Pre-Contract Integrity Pact and its Annexure, the Clause in the Pre-Contract Integrity Pact will prevail.
- (6) Parties signing this Pact shall not approach the courts while representing the matters to Independent External Monitors and he/she will await their decision in the matter.
- (7) Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

(For & On behalf of the Principal)
(Office Seal)

(For & On behalf of Bidder/ Contractor)
(Office Seal)

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)