



**Aryavart Bank**

Head Office, A-2 /46, Vijay Khand, Gomti Nagar, Lucknow.  
(AN UNDERTAKING OF GOVT OF INDIA, U.P. GOVT. & BANK OF INDIA)

# **REQUEST FOR PROPOSAL**

## **E-TENDER**

### **FOR RENEWAL OF GROUP MEDICLAIM POLICY ARYAVART BANK'S IN-SERVICE & RETIRED EMPLOYEES**

**Policy Period from 01.02.2022 – 31.01.2023**

**Appointment of IRDA approved Public Sector General Insurance Companies  
for providing Group Mediclaim Policy of Aryavart Bank for-**

- i) In-Service Employees & their dependents**
- ii) Retired Employees & their Spouse or Widow / widower of the Retired Employee**



### SCHEDULE OF TENDER (SOT)

Tenders are invited by Aryavart Bank for the Group Mediciam Policy for In-service employees and retired pensioners. Aryavart Bank has appointed K. M. Dastur Reinsurance Brokers Private Limited as intermediary/brokers for their insurance portfolio. The Tender will be conducted through a two-stage bidding process (comprising of Technical and Financial Bids) from IRDA licensed Public Sector General Insurance Companies operating in India for the Group Mediciam Policy for its In-service & retired employees who are eligible/drawing pension.

The "Request for Proposal" (RFP) for the project is available on bank's website under tender section which will direct to: -

<https://www.mstcecommerce.com/eprochome/aryabank/buyerlogin.jsp>,

Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com). Bids made strictly as per provisions of the RFP document should be submitted online through e-tendering portal MSTC link: [https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp).

#### Disclaimer

This Request for Proposal (RFP) is not an offer by the Aryavart Bank, but an invitation to receive response from eligible interested bidders for Group Mediciam Policy for employees of Aryavart Bank. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed with the bidders. This document should be read in its entirety.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

ARYAVART BANK, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

ARYAVART BANK also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.

ARYAVART BANK may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

Every effort is being made to keep Aryavart Bank's Website up to date and running smoothly 24X7, However Aryavart Bank takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event Aryavart Bank will not be liable or responsible for any damages or expenses arising for any difficulty, or error, imperfection or inaccuracy with this website, it includes all associated service, or due to such unavailability of the website or any part thereof of any contents or any associated services.



Aryavart Bank is in contract with MSTC a Mini ratna company, who also make every possible effort to update their portal and run their site 24 X 7, however Aryavart bank takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event Aryavart Bank will not be liable or responsible for any damages or expenses arising for any difficulty, or error, imperfection or inaccuracy with this website, it includes all associated services, or due to such unavailability of the website or any part thereof any contents or any associates services.

The issue of this RFP does not imply that Aryavart Bank is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the insurance policy and Aryavart Bank reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

1) The "Request for Proposal" (RFP) for the project is available on: bank's website which will direct to [https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp),. Vendors are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) (above link)

The proposed evaluation schedule is tabulated below. However, the Bank, at its discretion can change the schedule without assigning any specific reasons for the same.

S.No.	Event Description	Particulars
1	Mode of Tender	E-Tender System
2	Date of publishing of Tender Notice	24 <sup>th</sup> December-2021, on Aryavart bank website. <a href="http://www.aryavart-rrb.com">http://www.aryavart-rrb.com</a>
3	Start Date of RFP document download from bank's website <a href="http://www.aryavart-rrb.com">http://www.aryavart-rrb.com</a> which will direct to <a href="https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp">https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp</a>	24 <sup>th</sup> December-2021
4	RFP related Communication E-Mail IDs	<a href="mailto:Ho.Personnel@aryavartbank-rrb.com">Ho.Personnel@aryavartbank-rrb.com</a> ; under copy to <a href="mailto:AGM.HR@aryavartbank-rrb.com">AGM.HR@aryavartbank-rrb.com</a>
5	Last date for receiving queries	29 <sup>th</sup> -December-2021 up to 05:00 PM
6	Pre-bid meeting through virtual mode LINK: - <a href="https://aryavartbank.webex.com/meet/ho.itcell">https://aryavartbank.webex.com/meet/ho.itcell</a>	30 <sup>th</sup> December-2021 at 11:30 AM
7	Response to Pre-Bid queries	4 <sup>th</sup> -January-2022
8	Issue of Addendum /Revised Tender document (If required)	7 <sup>th</sup> -January-2022
9	Last Date & time of RFP download from <a href="https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp">https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp</a>	17 <sup>th</sup> -January-2022 at 11:00 AM
10	Last date & Time for submission of Bid /Bid due date	17 <sup>th</sup> -January-2022 at 12:00 PM

11	Opening of Technical Bids	17 <sup>th</sup> -January-2022 at 3.00 PM at Bank's Head Office (subject to availability of Tender Committee members)
12	Information regarding Financial Evaluation of Bids	E-Financial Bid of the technically responsive bidders shall be opened at a later date. The Financial bid opening time & date shall be intimated to the technically qualified bidders
13	Announcement of L1 bidder	Will be notified, in case of Reverse auction details will be notified after opening of Financial Bids
14	Letter of Award to the selected to L1 Bidder	Will be notified
15	Meeting with L1 bidder on shortlisting of TPA	Will be notified
16	Bank's Website	<a href="http://www.aryavart-rrb.com">www.aryavart-rrb.com</a>
17	Policy Inception	01-February-2022

- No Bid or part of Bid shall be submitted vide E-mail or in any other form.
- Bids received later than the prescribed date and time i.e., by 17<sup>th</sup>-January-2022 by 12PM will not be considered for evaluation.
- If the last day of submission of Bid is declared as a holiday by any circumstances beyond the control of Aryavart Bank, the next working day will be deemed to be the last day for submission of the Bid.
- Further, in case Aryavart Bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the Bid will be opened on the next working day subject to availability of all the Technical Committee members; unless otherwise such change may be notified to all bidders.

## IMPORTANT INSTRUCTIONS FOR E-PROCUREMENT

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

1	<p>Process of E-Tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal. Only after registration, the vendor can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE AT <a href="https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp">https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp</a></p> <p>1) Vendors are required to register themselves online with: -  <a href="https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp">https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp</a></p> <p>2) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact Bank/MSTC (before the expiry of scheduled time of the e-tender).</p>
---	--





	<p><b>Contact person (Bank):</b></p> <p><b>Shri KK Singh (Asst. General Manager): 7388899662(AGM.HR@aryavartbank-rrb.com)</b></p> <p><b>Shri Ajeet Kumar Shukla (Senior. Manager):9119601772 (Ho.personnel@aryavartbank-rrb.com)</b></p> <p><b>Contact person (MSTC Ltd):</b></p> <p><b>Mr. Rohit Kr Singh, Assistant Manager, 0522-4304843/9886056499</b></p> <p>Mr. Vikash Sharma, Manager, 0522-4304843/9582441977</p> <p><b>B) System Requirement:</b></p> <ul style="list-style-type: none"> <li>i) Windows 7 or above Operating System</li> <li>ii) IE-7 and above Internet browser.</li> <li>iii) Signing type digital signature</li> <li>iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</li> </ul> <p>To disable "Protected Mode" for DSC to appear in The signer box following settings may be applied.</p>
	<p>Tools =&gt; Internet Options =&gt; Security =&gt; Disable protected Mode If enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode".</p> <p>Other Settings:</p> <p>Tools =&gt; Internet Options =&gt; General =&gt; Click on Settings under "browsing history/ Delete Browsing History" =&gt; Temporary Internet Files =&gt; Activate "Every time I Visit the Webpage".</p> <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools ^Internet Options^ custom level (Please run IE settings from the page <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> once)</p>
2	<p>The Techno-commercial Price Bid have to be submitted online at: - <a href="https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp">https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp</a> Tenders will be opened electronically on specified date and time as given in the Tender.</p> <p><b>NO TENDERS/ BIDS THROUGH ANY OTHER MEDIUM WILL BE ACCEPTED BY THE BANK</b></p>
3	<p>All entries in the tender should be entered in online Technical &amp; Financial Formats without any ambiguity.</p>
4	<p><b>Special Note towards Transaction fee:</b></p> <p>The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p>



	<p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
5	<p>Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
6	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
7	<p><b>Bidding in e-tender:</b></p> <p>a) Vendor(s) need to submit necessary Transaction fees to be eligible to bid online in the e-tender. Applicable Transaction fees is non-refundable.</p> <p>b) The process involves Electronic Bidding for submission of Technical and Financial Bid.</p> <p>c)The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Financial Bid through internet in <b>MSTC website <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> ^ e-procurement ^PSU/Govt. depts.^ Login under Aryavart Bank ^My menu^ Auction Floor Manager^ live event ^Selection of the live event</b></p> <p>d)The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Financial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Financial Bid link becomes active and the same has to be filled up and then vendor should click on "save" to record their Financial bid. Then once both the Technical bid &amp; Financial bid has been saved, the vendor can click on the "Final submission" button to register their bid.</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i)The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l)Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m)No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms &amp; conditions for the tender.</p>



8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and financial terms & conditions are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11.	Vendors are requested to read the vendor guide and see the video in the page <a href="http://www.mstcecommerce.com/eprochome">www.mstcecommerce.com/eprochome</a> to familiarize them with the system before bidding.



<b>TABLE OF CONTENTS</b>
--------------------------

Point No.	PARTICULAR	Page No.
	<b>SECTION I</b>	
1	INTRODUCTION AND INSTRUCTIONS FOR RFP	10
2	CORRUPT AND FRAUDULENT PRACTICES	14
3	ELIGIBILITY	14
4	QUALIFICATION TO THE BID	14
5	GENERAL CONSIDERATIONS	14
6	DEFINITIONS	14
7	COST OF PREPARATION OF PROPOSAL	15
8	DOCUMENTS COMPRISING THE PROPOSAL	15
9	ONLY ONE PROPOSAL	15
10	PROPOSAL VALIDITY	15
11	PREPARATION OF PROPOSAL – SPECIFIC CONSIDERATIONS	16
12	TECHNICAL PROPOSAL – FORMAT AND CONTENT	16
13	FINANCIAL PROPOSAL – FORMAT AND CONTENT	16
14	SIGNATURE ON EACH PAGE OF THE DOCUMENT	16
15	AMENDMENT TO TENDER DOCUMENT	16
16	CONFIDENTIALITY	17
17	BID PREPARATION	18
18	WITHDRAWAL OF BID	18
19	OPENING OF PROPOSALS	18
20	EVALUATION OF PROPOSALS	18
21	ACCEPTANCE/ REJECTION OF TENDER	18
22	EVALUATION OF TECHNICAL AND FINANCIAL PROPOSALS	18
23	AWARD OF CONTRACT	19
24	PERIOD OF CONTRACT	19
25	INTERPRETATION	19
26	GOVERNING LAW	19
27	FORCE MAJEURE	19
28	TERMINATION	20
29	DISCLOSURE OF INFORMATION, INTELLECTUAL PROPERTY RIGHTS & OFFICIAL SECRETS ACT	20
30	SUSPENSION	20
31	CESSATION OF RIGHTS AND OBLIGATIONS	21
32	DISPUTES RESOLUTION	21
33	DISQUALIFICATION	21
34	OTHER CONDITIONS TO BE FULFILLED BY THE TENDERERS	21
35	DUTIES AND RESPONSIBILITY OF SUCCESSFUL BIDDER	21
	<b>SECTION II</b>	
36	BIDDERS' ELIGIBILITY CRITERIA	22
37	DOCUMENTS TO BE SUBMITTED IN SUPPORT OF ELIGIBILITY	22
38	SUBMISSION OF THE PROPOSAL	22
39	SHORTLISTING OF THIRD- PARTY ADMINISTRATOR	23
40	PRE-BID MEETING	23
41	DECLARATION CERTIFICATE	24



	<b>SECTION – III - SALIENT FEATURES OF PROPOSED GROUP MEDICLAIM POLICY FOR ARYAVART BANK</b>	
<b>A</b>	GROUP MEDICLAIM POLICY FOR IN-SERVICE EMPLOYEES	25
<b>B</b>	GROUP MEDICLAIM POLICY FOR RETIRED EMPLOYEES	29
	INDICATIVE DAY CARE LIST	31
	POLICY EXCLUSIONS	32
	<b>SECTION – IV</b>	
	PROPOSAL REQUIREMENTS	33
	GENERAL INFORMATION	33
	EVALUATION CRITERIA FOR TECHNICAL BIDS	34
	BID SUBMISSION	37
	PLAN DESIGN AND RELATED DOCUMENTS	37
	DEMOGRAPHY AND CLAIM EXPERIENCE	38
	RFP TERMS AND CONDITIONS	39
	DOCUMENT ANNEXURES	39
	ANNEXURE A-SUPPORTING FORMS TO BE SIGNED BY AUTHORIZED SIGNATORY	40
	ANNEXURE B-UNDERTAKING FOR TERMS OF ENGAGEMENT	42
	ANNEXURE C-SERVICE LEVEL AGREEMENT	43
	ANNEXURE D-REPORT FORMATS	46
	ANNEXURE E-FINANCIAL BID FORMAT	49
	ANNEXURE F-UNDERTAKING FROM INSURANCE COMPANY	50
	ANNEXURE G-COMPANY INFORMATION SHEET	51
	ANNEXURE H-GRIEVANCE RATIO & REDRESSAL	52
	ANNEXURE I- RRB EXPERIENCE	53
	ANNEXURE J-HOSPITAL NETWORK	54
	ANNEXURE K-CERTIFICATE FROM INSURANCE COMPANY (FOR NOT BEING BLACKLISTED)	55
	ANNEXURE L-DETAILS OF GROUP MEDICLAIM POLICIES	56
	ANNEXURE M-DECLARATION REGARDING SOLVENCY RATIO & NET WORTH	57
	ANNEXURE N-DECLARATION OF MINIMUM CLAIM SETTLEMENT RATIO	58





**Section I****INTRODUCTION & INSTRUCTIONS FOR RFP**

This is a procurement event of HR & IL Department of Aryavart Bank, Lucknow. You are requested to read and understand the RFP and subsequent Corrigendum, if any, before submitting technical bid.

**1a. INTRODUCTION**

ARYAVART BANK, a premier Regional Rural Bank is sponsored by Bank of India and is operating in 26 districts namely Agra, Aligarh, Ayodhya, Bahraich, Banda, Barabanki, Chitrakoot, Etah, Farrukhabad, Firozabad, Hamirpur, Hardoi, Hathras, Jalaun, Kannauj, Kasganj, Lakhimpur, Lucknow, Mahoba, Mainpuri, Mathura, Mirzapur, Shravasti, Sitapur, Sonbhadra and Unnao in the State of Uttar Pradesh with a network of 1367 Branches & 22 Regional Offices.

Request for Proposal (RFP) is invited from Public Sector General Insurance Companies (Licensed and Registered with IRDA) dealing with Health Insurance for implementation of Mediclaim scheme for-

- i) In-Service Employees & their dependents
- ii) Retired Employees & their Spouse or Widow / widower of the Retired Employee

Aryavart Bank shall solicit proposals through a two-stage bidding process (comprising of Technical and Financial Bids) from Public Sector General Insurance Companies (Licensed and Registered with IRDA) dealing with Health Insurance operating in India for the Renewal of Group Mediclaim Policy for its In-service & retired employees of Aryavart Bank. Bidders are invited to submit their proposal in accordance with Request for Proposal (RFP) terms.

The Insurance Companies which are in agreement with Scheme and its clauses, only need to participate in the bidding and any disagreement in this regard may invite disqualification / rejection of bid at technical level. Hence all the companies are requested to go through the Scheme carefully and submit their agreement in specific format given in the bid.

Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies the bidder(s) agreement to treat the information as confidential. The bidder(s) must agree to bear all costs related to the preparation of their proposal.

**Bid submission, queries and all other terms and conditions are detailed in the following sections of this document. All communication with regard to this proposal may be directed to Ho.Personnel@aryavartbank-rrb.com; and AryavartBankCommunications@kmdastur.com under copy to AGM.HR@aryavartbank-rrb.com only.**

- i. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence, the bidders are required to ensure that email address provided by them is valid and updated. Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate)
- ii. (a) At any time prior to the deadline for submission of technical bid, Aryavart Bank may for any reason, modify the RFP. Please note that there is no provision to take out list of parties downloading the RFP/tender document from the website mentioned. As such bidders are requested to see the website once again before the due date of opening to ensure that they have not missed any corrigendum uploaded against the said RFP after downloading the RFP document. **The responsibility of downloading the related corrigenda, if any, will be of the bidder only.**



(b) No separate intimation in respect of corrigendum to this RFP (if any) will be sent to tenderer(s), the same will be made available in: -

[https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp). Aryavart Bank reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons. No correspondence shall be entertained in this regard.

#### 1b. Selection Process:

The selection of insurer/insurers would happen through a two-step process: -

##### RFP, Queries from insurers and pre bid meeting

Participants who have any queries on the RFP can send them to [Ho.Personnel@aryavartbank-rrb.com](mailto:Ho.Personnel@aryavartbank-rrb.com); [AryavartBankCommunications@kmdastur.com](mailto:AryavartBankCommunications@kmdastur.com) **with cc to** [AGM.HR@aryavartbank-rrb.com](mailto:AGM.HR@aryavartbank-rrb.com) on or before 29<sup>th</sup>December-2021 at 5 PM.

In case of any changes in the RFP, the same will be made available in: -

[https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp) all insurers are advised to check the MSTC ecommerce website before submitting their final technical bids.

#### i. Technical Bid

All technical bids would be checked for eligibility as per eligibility criteria mentioned in the RFP. Bids not meeting the eligibility criteria would be disqualified.

The Technical bids will be evaluated by the Technical Bid Committee of Aryavart Bank consisting of representatives of Aryavart Bank and KMD (**Broker/Insurance Intermediary**). Financial bids of only the technically acceptable offers shall be considered.

Bidders who score 70% (70/100) \*or more in the technical evaluation would qualify for the Financial bid. Those bidders who score less than 70% would not qualify for the Financial bid. The technical bid parameters are given under Evaluation Criteria. (*\*However, Aryavart Bank at its discretion may relax these criteria to ensure enough bidders participate in the Financial bid*)

The bidders also agree to abide by the requirements under the enlisted Annexures.

By bidding for this RFP, the bidder agrees to abide by the service levels, communication and MIS formats as detailed in the RFP. The same would also be incorporated in the form of an agreement with the selected bidder.

The documents/information submitted by the bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny punitive action can be taken against defaulting-Insurers.



**ii. Financial Bid**

E-Financial Bid of the technically responsive bidders shall be opened at a later date. The Financial bid opening time & date shall be intimated to the technically qualified bidders.

There would be two separate price bids to be quoted for financial bidding process for two group Mediciam policies

- a. For Employees
- b. For Retired Employees without Domiciliary Treatment.

**It is compulsory for bidders to bid for all two policies (Inservice & Retired Employee Policy), Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy.**

**Further bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid.**

Tenders will be opened electronically on specified date and time as given in the Schedule of Tender.

**Notwithstanding anything contained in this document**, Aryavart Bank reserves the right to accept or reject any Bid or annul the Bidding process and reject all Bids at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof. No correspondence shall be entertained in this regard.

Indicative number of families in each of the two policies is given. This number of families would also be used by Aryavart Bank to evaluate the lowest cost. However, Aryavart Bank does not guarantee the participation of Retired employees which is totally voluntary and self-contributory.

The detailed modalities and date for Financial bid would be communicated to the bidders who qualify in the technical bid process.

**1c.** Anytime during the process the Aryavart Bank may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the Aryavart Bank.

**1d.** The technical bid along, accompanied by the information/documents indicated in the Annexures, and acceptance of RFP are to be signed by the authorized signatory with Seal of the Company. All pages are required to be signed by the authorized signatory with the bidder's seal.

**1e.** The bidder shall appoint one duly authorized official as the SPOC for the entire process of the bidding. There should be a board resolution or delegation as per board resolution to establish that the SPOC is an authorized signatory.



**iii. Proposal Instructions****(A) Proposal Requirements**

You may note that for the purpose of appointment of Group Medical Insurance, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, i.e., the Technical Bid and the Financial Bid.

The 'Technical Bid' will contain the exhaustive and comprehensive technical details as enlisted in the RFP.

**The Technical Bid shall NOT contain any pricing or Financial information at all. If the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.**

**Your response should be organized into following sections:**

Section- A	Executive Summary/ Introduction to your organization and documents for eligibility given under this RFP.
Section- B	Proposal Compliance letter- A letter signed by an authorized officer of your organization signifying your proposal's complete compliance with the RFP specifications mentioned in the Tender Document/ Corrigendum
Section- C	Response to Technical Bid to this RFP with supporting documents
Section- D	Acceptance of Service Level Agreement & MIS formats

**(B) Process to be Adopted for Evaluation of the Technical Bids**

In the first stage, only the 'Technical Bids' will be opened in respect of those bidders who fulfill the details indicated in the eligibility criteria and submission of all the declaration annexed.



## **2.CORRUPT AND FRAUDULENT PRACTICES:**

Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in the RFP, the Aryavart Bank shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that Bidder has, directly or indirectly, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in Selection Process.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- a) "Corrupt Practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process.
- b) "Fraudulent Practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
- c) "Coercive Practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.
- d) "Undesirable Practice" means establishing contact with any person connected with or employed or engaged by the Aryavart Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process.
- e) "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## **3.ELIGIBILITY:**

It will be the Insurer's responsibility to ensure that it meets the eligibility requirements as stipulated in the RFP.

## **4.QUALIFICATION TO THE BID:**

The bids may be submitted as per the technical criteria indicated in the RFP.

## **5.GENERAL CONSIDERATIONS:**

a. In preparing the Proposal, the Insurer is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the proposal.

## **6. DEFINITIONS**

In this bid, following words and expressions shall, unless repugnant to context or meaning thereof, have meaning hereinafter respectively assigned to them.

- i. "Bank" means Aryavart Bank
- ii. "Bidder" means an Insurance company(Public Sector General Insurance Companies) incorporated under Companies Act, 1956 and licensed by IRDA
- iii. "Broker" means M/s K.M. Dastur Reinsurance Brokers Pvt. Ltd. (KMD) appointed by Aryavart bank
- iv. "RFP" means Request for Proposal by Aryavart Bank for Group Health Insurance for Inservice





- v. "Insured" means Aryavart Bank.
- vi. "Insurer" means IRDA approved Public Sector General Insurance Company.
- vii. "TPA" means Third Party Administrator.
- viii. "Approved" mean approved by Aryavart Bank.
- ix. "Applicable Laws" means all laws, promulgated or brought into force and effect by GOI including regulations and rules made there under, and Judgments, decrees, injunctions, writs and orders of any court of record, as record, as may be in force and effect during the subsistence of this Agreement.
- x. "Bid" shall mean the documents in their entirety comprised in the bid submitted by the Insurer in response to the Request for Proposal in accordance with the provisions there of
- xi. "Competent Authority" means committee members nominated by Aryavart Bank.
- xii. "Contract Period" means the period starting tentatively from 01/02/2022 to 31/01/2023 (1 Year)
- xiii. "LOA or Letter of Award" means written confirmation of an award of an Insurance Contract by Aryavart Bank to a successful bidder, stating the amount of award, award date, and when the Insurance Contract will be signed.
- xiv. "Successful Bidder" means Insurance Company that has been shortlisted after qualifying for bid to issue the policy. Unless excluded by or repugnant to the context.

## **7. COST OF PREPARATION OF PROPOSAL**

7.1 The Insurer shall bear all costs associated with preparation and submission of its Proposal and Aryavart Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Selection Process. Aryavart Bank is not bound to accept any proposal, and reserves the right to annul the Selection Process at any time prior to award of Contract, without thereby incurring any liability to the Insurer.

## **8. DOCUMENTS COMPRISING THE PROPOSAL**

8.1 The Proposal shall comprise the documents and forms listed in the RFP.

## **9. ONLY ONE PROPOSAL**

9.1 The Insurer shall submit only one Proposal from a single designated office.

## **10. PROPOSAL VALIDITY**

10.1 The Insurer's Proposal must remain valid for at least 30 days for In-Service Policy & 45 days for Retiree Policy after the Letter of Award. A Bid valid for a shorter period shall be rejected by the tendering Authority as non-responsive bid.

10.2 During this Period, Insurer shall maintain its original Proposal without any change.

10.3 Aryavart Bank will make its best effort to complete the processing within the proposal's validity period. However, under exceptional circumstances, prior to expiration of bid validity period, the tendering authority may request bidders to extend period of validity of their bids. A Bidder granting request shall not be required or permitted to modify its bid. The request and responses shall be made in writing.

10.4 Except as the Aryavart Bank may otherwise agree, no changes shall be made in team members / personnel. If, for any reason beyond control of Insurer, such as resignation, retirement, medical incapacity, death, etc. it becomes necessary to replace any of team members, the Insurer shall provide as a replacement a person of equivalent or better qualifications.



10.5 If the Aryavart Bank finds that any of the team members / personnel of the Insurer have committed serious misconduct or have been charged with having committed a criminal action or have reasonably caused to be dissatisfied with the performance of any of the team members/ personnel, then the Insurer shall, at the Aryavart Bank 's written request specifying the grounds thereof, provide as a replacement a person with qualification and experience acceptable to the Aryavart Bank.

10.6 Sub-contracting or Joint Venture will not be permitted.

## **11. PREPARATION OF PROPOSALS – SPECIFIC CONSIDERATIONS**

11.1 The Insurer shall prepare its Proposal as per the provisions of this RFP.

## **12. TECHNICAL PROPOSAL – FORMAT AND CONTENT**

12.1 It is a must to meet all the technical criteria mentioned in the RFP

12.2 The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.

12.3 The Insurer is required to submit a Technical Proposal as indicated in the RFP.

12.4 The Insurer shall be responsible for meeting all tax liabilities arising out of the contract.

12.5 If there be any increase in the taxes (direct / indirect / local), levies, fees, etc. whatsoever, and other charges during tenure of the contract, financial burden of same shall be borne by the Aryavart Bank. Further, the insurance company will not charge any extra charges/fees and the bank will not borne any extra charges other than taxes/charges imposed by Government.

## **13. FINANCIAL PROPOSAL- FORMAT AND CONTENT**

Financial bid shall contain only the premium that the Insurance Company shall charge and taxes as applicable as per the coverages given in the RFP. It is compulsory for bidders to bid for all two policies, Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy.

Further the bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid.

13.1 In event of a tie between two or more bidders in the during financial evaluation, determination of L1 bidder will be based, considering the highest score in the technical evaluation, further in case of tie between the highest Technical Evaluation Score, the Insurance company with the Highest Solvency Margin (Average of last 3 Financial Years) will be given the preference.

## **14. SIGNATURE ON EACH PAGE:**

14.1 The competent authority of the bidder must sign and put official seal on each page of the tender document and the bid. If any page is unsigned, it may lead to rejection of the bid.

## **15. AMENDMENT TO TENDER DOCUMENT:**

15.1 At any time after the issue of tender document and before opening of the tender, the tender inviting authority may make any changes, modifications or amendments to the tender document and changes will be available at bank's website <http://www.aryavart-rrb.com> which will direct to MSTC website



15.2 In case any Bidder seeks clarification to the tender documents, the same shall submit their queries before 29<sup>th</sup> December-2021 up to 5.00 PM on [Ho.personnel@aryavartbank-rrb.com](mailto:Ho.personnel@aryavartbank-rrb.com). The issues thus received by the bank will be discussed in Pre-Bid Meet only. No issues and queries in respect to tender document will be entertained by the bank after Pre-Bid Meet. No separate invitation for pre-bid meet will be sent to any bidder.

15.3 The amendments will be notified through corrigendum posted on: -

[https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp)

Such amendments will form part of the tender document. Bidders are advised to constantly watch for any corrigendum at the above-mentioned website.

15.4 The Tender Inviting Authority reserves the right to extend dead line for submission of tender for any reason, and the same shall be notified through corrigendum posted on: -

[https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp)

## **16. CONFIDENTIALITY:**

16.1 From the time the Proposals are opened to the time the Contract is awarded, the Insurer should not contact Aryavart Bank on any matter related to its Technical and / or Financial Proposal. Information related to the evaluation of Proposals and award recommendations shall not be disclosed to the Insurer who submitted the Proposals or to any other party not officially concerned with the process until publication of the contract award information.

16.2 Any attempt by the Insurer or anyone on behalf of the Insurer to influence the Aryavart Bank improperly in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

16.3 Notwithstanding the above provisions, from the time of the opening of the Proposals to the time of award of the contract, if an Insurer wishes to contact Aryavart Bank on any matter related to the Selection Process, it should do so only in writing. The above-mentioned queries shall be written to:

The General Manager,  
Aryavart Bank,  
HEAD OFFICE: A-2 /46, Vijay Khand, Gomti Nagar, Lucknow-226010

In case of any difficulty, in bid submission you may contact any of the below mentioned officers of the Aryavart Bank:

1. Shri K.K. Singh, Assistant General Manager.  
Phone: 7388899662 Email: [AGM.HR@aryavartbank-rrb.com](mailto:AGM.HR@aryavartbank-rrb.com)
2. Shri Ajeet Kumar Shukla, Sr. Manager  
Phone: 9119601772 Email: [Ho.Personnel@aryavartbank-rrb.com](mailto:Ho.Personnel@aryavartbank-rrb.com)



## **17. BID PREPARATION**

17.1 The Bidder shall be responsible for all technical fees associated in the MSTC website, preparation of its bid and its participation in the Selection Process. Aryavart Bank shall not be responsible nor in any way liable for such cost, regardless of the conduct or outcome of the Selection Process.

17.2 Please note that the Aryavart Bank reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

## **18. WITHDRAWAL OF BID**

18.1 In case of withdrawal of Bid, the bidder shall not be allowed to participate for bidding of 3 Consecutive years.

## **19. OPENING OF PROPOSALS**

19.1 The Bid Evaluation Committee of the Aryavart Bank along with the appointed Insurance Intermediary K. M. Dastur Reinsurance Brokers Pvt. Ltd. (KMD) shall conduct the opening of the Technical Proposals.

## **20. EVALUATION OF PROPOSALS**

20.1 The Insurer is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. The Bid Evaluation Committee of the Aryavart Bank along with the appointed Insurance Intermediary K. M. Dastur Reinsurance Brokers Pvt. Ltd. (KMD) shall conduct the evaluation on the basis of the submitted Technical Bid. However, the Aryavart Bank may seek clarification on the information submitted by the Bidder, if required.

## **21. ACCEPTANCE/ REJECTION OF TENDER**

21.1 Aryavart Bank does not bind itself to accept the tender.

21.2 Aryavart Bank also reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

21.3 Aryavart Bank also reserves the absolute right to reject any or all the tenders at any time solely based on the past unsatisfactory performance by the bidder(s), the opinion/decision of Aryavart Bank regarding the same shall be final and conclusive.

## **22. EVALUATION OF TECHNICAL & FINANCIAL PROPOSALS**

22.1 Evaluation Committee will evaluate the Technical Bid by applying the evaluation criteria in the RFP. Evaluation Committee shall consist of officials Aryavart Bank and K.M. Dastur Reinsurance Brokers Pvt. Ltd. and shall be headed by the designated official of the Aryavart Bank.

22.2 A Bid shall be rejected at this stage if it does not meet each and every technical criterion. Bidder's need to qualify Technical Bid. Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy.

Further the bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid.





22.3 Aryavart Bank reserve the right to have more than one insurer as co- insurer provided the other bidders agree to participate in the risk at the price quoted by L1 Bidder.

22.4 In event of a tie between two or more bidders in the In-Service Employee and Retired Employee policy during financial evaluation, determination of L1 bidder will be based, considering the highest score in the technical evaluation, further in case of tie between the highest Technical Evaluation Score, the Insurance company with the Highest Solvency Margin (Average of last 3 Financial Years) will be given the preference.

### **23. AWARD OF CONTRACT**

23.1 Prior to the expiration of bid validity or any such extended validity period, Aryavart Bank will notify the successful bidder in writing that his offer has been accepted. The letter of acceptance shall be a part of agreement/contract.

### **24. PERIOD OF CONTRACT**

24.1 Though the policy would be issued for one year, the tenure of the contract with the Insurance Company would be for one policy year, subject to annual renewal based on the satisfactory performance evaluation. This may be further renewed up to a maximum of one year thereafter, subject to satisfactory performance and mutually agreed premium. The renewal on yearly basis will be based on continuation of IRDA Licenses with other statutory compliance

\*\*The sole decision of the policy renewal however lies with Competent Authority of the Aryavart Bank.

24.2 The Aryavart Bank shall have the right to cancel the agreement, if at any time during the period of the Scheme, the insurance company defaults in delivery of services or it is found that it has misrepresented any fact during the tender process to attain qualification or breaches any of the conditions of the contract of Agreement.

### **25. INTERPRETATION**

25.1 Entire Agreement: The Contract will constitute the entire Agreement between the Aryavart Bank and the Selected Bidder and will supersede all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

25.2 Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party there to.

25.3 Severability: If any of the provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provision or condition of the Contract.

### **26. GOVERNING LAW**

26.1 The Contract shall be governed by and interpreted in accordance with the laws of the Government of India and State of Uttar Pradesh and under the jurisdiction of the Hon'ble Court at Lucknow.

### **27. FORCE MAJEURE**

27.1 If the performance of the Contract by either party is delayed, hindered or prevented or otherwise frustrated by reason of force majeure, which shall mean war, civil commotion, fire,





27.2 Aryavart Bank may at its discretion either terminate the Contract forthwith or suspend the performance of the Contract for a period not exceeding 6 months. If at the expiry of such period of suspension, any of the reasons for the suspension still remain, Aryavart Bank and the Insurer may either agree a further period of suspension or treat the Contract as terminated. In the event of the Contract being terminated by reason of force majeure, the Insurer shall take steps as are necessary to bring the Services to an end in a cost effective, timely and orderly manner.

## **28. TERMINATION**

28.1 Aryavart Bank may, at its sole discretion and at any time terminate the Contract and inform the Insurer of Aryavart Bank its decision by written instruction to that effect. In the event of the Contract being so terminated, the Insurer shall take such steps as are necessary to bring the Services to an end in a cost effective, timely and orderly manner.

28.2 Should Services or any portion thereof not be carried out to satisfaction of Aryavart Bank or within the time or times specified in or under the Contract, Aryavart Bank, without prejudice to any other remedies, by notice in writing to Insurer, terminate Contract either in respect of Services which have not been carried out in accordance with Contract at the time of such termination or in respect of all the Services to which the Contract relates other than those carried out in accordance with the Contract prior to the time of such termination. In such case, the Insurer shall not be entitled under the Contract to payment of any amount by way of compensation.

## **29. DISCLOSURE OF INFORMATION, INTELLECTUAL PROPERTY RIGHTS AND OFFICIAL SECRETS ACT**

29.1 The Insurer shall not during or after termination of the Contract disclose to any third party any Confidential Information arising from the Contract except with the prior written permission from Aryavart Bank. For the purposes of this Clause, "Confidential Information" shall mean information relating to proprietary, technological, economic, legal, administrative, business and technical matters of Aryavart Bank including but not limited to information disclosed orally, or through documents, drawings, diagrams, models, programmes, computer data or any part or copy of such information. The Insurer shall not sue any information in a way that would cause embarrassment to Aryavart Bank.

29.2 All intellectual property rights in the reports and any other documentation or materials prepared or inventions or information produced as a result of the performance of the Services shall be and shall remain the property of Aryavart Bank.

## **30. SUSPENSION**

30.1 The Bank may, by written notice of suspension to the Insurer, without any obligation (financial or otherwise) suspend all payments to the Insurer if the latter shall be in breach of the Agreement or shall fail to perform any of its obligations under the Agreement including the carrying out of the Services; provided that such notice of suspension

- (i) shall specify the nature of the breach or failure and
- (ii) shall provide an opportunity to the Insurer to remedy such breach or failure within a period not exceeding 30 days after receipt by the Insurer of such notice of suspension.



**31. CESSATION OF RIGHTS AND OBLIGATIONS**

31.1 Upon termination of the Agreement or upon expiration of the Agreement, all rights and obligations of the parties shall cease, except (i) such rights and obligations as may have accrued on or prior to the date of termination or expiration, (ii) the obligation of confidentiality. and (iii) the Insurer's obligation to permit inspection, copying and auditing of its accounts and records by Aryavart Bank.

**32. DISPUTES RESOLUTION**

32.1 The parties shall make their best efforts to settle amicably all disputes arising out of or in connection with Agreement or interpretation thereof. In the event of a dispute, difference or claim arises in connection with the interpretation or implementation of Agreement, the aggrieved party shall issue a written notice setting out dispute / differences or claim to the other party and the parties shall first attempt to resolve such dispute through mutual consultation.

32.2 Any dispute between parties arising out of this RFP Document or relating thereto or arising there from that still might remain unresolved in spite of all efforts to settle the matter amicably shall be settled by a binding arbitration in Lucknow (Uttar Pradesh) under the Arbitration and Conciliation Act, 1996. The seat of Arbitration shall be Lucknow (Uttar Pradesh). The venue of arbitration proceedings, unless the parties otherwise agree shall be (Lucknow Uttar Pradesh). A panel of three arbitrators shall be appointed. One arbitrator representing the successful bidder, one arbitrator representing Aryavart Bank and one heading the panel. Each party will pay its own costs.

**33. DISQUALIFICATION**

33.1 The bid is liable to be disqualified if:

- Not submitted in accordance with this RFP
- During the bid process if the bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- Bidder submits conditional bids.
- Bidder indulges in canvassing in any form to win the contract.
- Bidder has been banned /debarred by Central Government/ any other State Government or its Agencies or by any other Government Body or has been disqualified in participating the Government schemes as per IRDAI guidelines

**34. OTHER CONDITIONS TO BE FULFILLED BY THE TENDERERS**

34.1 The tenderers are also essentially required to fulfil the following conditions/ submit relevant documents along with their offers:

34.2 Detail of works under execution along with copies of relevant documents.

34.3 Should enclose the Power of Attorney given under Board Resolution in favor of person who has signed the tender documents.

34.4 In the absence of supporting documents, the offers shall be rejected.

**35. DUTIES AND RESPONSIBILITY OF SUCCESSFUL BIDDER**

35.1 Signing of agreement between Aryavart Bank and the successful bidder in the specified format of Aryavart Bank within 5 days from the issue of LOA.



## Section II

### 36. BIDDERS' ELIGIBILITY CRITERIA

36.1 The Bidders have to satisfy following Pre-qualification criteria to apply for engagement. Respondents satisfying following criteria only are eligible to submit Technical and Financial Bid. This invitation to respond to RFP is open only to reputed Public Sector General Insurance Company that are incorporated or registered under and Indian Companies Act, 1956.

- a) Bidder must be registered /Issued License by Insurance Regulatory and Development Authority of India (IRDAI) to operate in the Indian insurance market.
- b) The Bidder should have been in existence in India for a period of more than 5 years as of 31.03.2021 and their license should not have been suspended or cancelled during this period.
- c) The Bidder should have an annual health premium receipt of at least 500 crores in FY 2020-21.
- d) The solvency ratio of the Company should be more than 1.50 in FY 2020-21. Auditor's certificate to be submitted.
- e) Net worth of the Bidder as on 31.03.2021 should be more than 500 crores. Auditor's certificate to be submitted.
- f) The Bidder should have a minimum Settlement Ratio of Health Insurance claims of at least 75% for F.Y. 2020-21 as on 31.03.2021. Declaration to be Attached.
- g) The Bidder should have Claims settlement of at least 75% as on 31.03.2021 within a TAT of 3 months of lodgment. Declaration to be Attached.
- h) The Bidder should have issued overall Group Health policies which covers a minimum of 50,000 lives in F.Y. 2020-21 and should have an exclusive team under Health Insurance Department. Insurers having Coinsurance for the purpose of risk sharing shall not qualify under the scheme.
- i) PAN India Hospital networking of at least 3000 hospitals, out of which at least 100 hospitals should be in Uttar Pradesh only. Declaration Format with Networking List to be furnished in this regard.
- j) Grievance Ratio & Grievance Redressal Ratio in accordance to the Assessment Criteria.
- k) Bidder should submit declaration confirming that policy quoted is in accordance with their filed product with IRDA as per regulations.
- l) The Bidder should have an office in Lucknow, Uttar Pradesh for co-ordination and dedicated manpower with strength for servicing Aryavart Bank.
- m) Experience of Group Mediciam Policy of Regional Rural Bank being serviced by the Insurance Company in the current year.
- n) Declaration that bid submitted is as single entity and not as part of any consortium.
- o) The proposal of the company which does not meet any of the above criteria will not be further evaluated.

### 37. DOCUMENTS TO BE SUBMITTED IN SUPPORT OF BIDDERS' ELIGIBILITY

37.1 The Bidder shall submit the documents mentioned in RFP duly certified by their Auditors in support of fulfilling the eligibility criteria as per Annexures mentioned.

### 38. SUBMISSION OF THE PROPOSAL

38.1 Technical and financial Bids needs to be submitted through electronic mode (MSTC website following the registration process through the following link: -

[https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp)).

Only detailed complete proposals in the form indicated, received prior to closing time and date of proposals as mentioned under Schedule of Tender shall be taken as valid. Proposals received by any other mode shall be treated as defective, invalid and rejected.

Aryavart Bank Head Office, Gomti Nagar, Lucknow



other mode shall be treated as defective, invalid and rejected.

38.2 At any time prior to deadline for submission of proposal, Aryavart Bank may for any reason, modify RFP. The prospective respondents shall be notified of amendments in RFP if any through [https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp) and such amendments shall be binding on them.

38.3 The Aryavart Bank reserves the right to accept any or reject any or all the proposals in whole or part without assigning any reasons.

38.4 The Aryavart Bank will select Insurance Company on the basis of the lowest Premium Quoted. Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy. The Selected Insurer shall be issued a LOA.

Further the bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid

38.5 In event of a tie between two or more bidders in the In-Service Employee and Retired Employee policy during financial evaluation, determination of L1 bidder will be based, considering the highest score in the technical evaluation, further in case of tie between the highest Technical Evaluation Score, the Insurance company with the Highest Solvency Margin (Average of last 3 Financial Years) will be given the preference.

38.6 During pre-qualification and evaluation of Proposals, Aryavart Bank may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the Bank.

38.7 Respondents are not permitted to modify, substitute or withdraw Proposals after submission.

38.8 The proposal may be submitted along with covering letter about proposal, along with the Information / documents indicated in Annexure and the declaration signed by authorized signatory with Seal of the Company. All pages are required to be signed, along with the tender document.

38.9 No cost will be borne by Aryavart Bank towards preparation and submission of the proposals.

## **39. SELECTION OF SHORTLISTED TPA**

39.1 Competent Authority will discuss appointment of shortlisted TPA with selected bidder and shortlisted TPA may be appointed with mutual consent.

39.2 Shortlisted TPA should agree to provide the services, by itself, in due compliance of the terms and conditions and in the manner more particularly set out in this Agreement.

39.3 Third Party Administrators will be appointed by the insurer.

## **40. PRE-BID MEETING**

40.1 A Pre-Bid Meeting will be conducted through virtual mode using the following link [https://aryavartbank.webex.com/meet/ho.itcell\\_as](https://aryavartbank.webex.com/meet/ho.itcell_as) per schedule, between the participating Insurance Companies, Aryavart Bank and KMD wherein all the intending bidders will be invited to discuss their queries regarding the RFP. Aryavart Bank would be represented by a team of officials appointed by the competent authority and KMD. All queries will be addressed during the meeting and no subsequent query, post the pre bid meeting will be entertained or after the last date of query submission through e-mail in the designated E-mail IDs i.e., after 29<sup>th</sup> December-2021 by 5 PM.



#### 41. DECLARATION CERTIFICATE

41.1 Each Bidder must give following declaration duly signed by an Authorized Signatory by virtue of Board Resolution:

- a) I / We do hereby declare that there is no case with Police / Court / IRDA / SEBI / Regulatory authorities against proprietor / firm / partner /employee.
- b) Also, I / We have not been suspended/Penalized / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking/ IRDA / SEBI / Autonomous Body / Financial Institution /Court.
- c) We certify that neither our company nor any of the / Directors are involved in any scam or disciplinary proceedings settled or pending adjudication.
- d) We hereby undertake and confirm that we have understood the scope of work properly and shall carry out the work as mentioned in this RFP.





## SECTION III

## SALIENT FEATURES OF PROPOSED GROUP HEALTH POLICY

## A. GROUP MEDICLAIM POLICY FOR IN-SERVICE EMPLOYEES

Coverage Details	
Policy Type:	Group Medical Insurance Policy only for Employees and their Families
Family Definition:	<p>Employee + Spouse + Dependent Children + any two Dependent Parents or parents In-laws</p> <ul style="list-style-type: none"> <li>No age limit for dependent children (including step Children &amp; legally adopted Children). Would be considered dependent if their monthly income does not exceed Rs. 10,000/- Widowed daughter and dependent divorced / separated daughters, sisters including unmarried / divorced / abandoned or separated from husband/ widowed sisters and crippled child shall be considered as dependent for the purpose of this policy. Physically challenged Brother / Sister with 40% or more disability. Subject that their individual monthly income does not exceed Rs.10,000.</li> <li>No Age Limits for Dependent Parents. Either Dependent Parents or parents-In-laws will be covered. A parent would be considered dependent if their monthly income does not exceed Rs. 10,000/-</li> </ul>
Coverage Type:	Family Floater
Sum Insured:	For Clerical/Sub Staff - INR 3,00,000/- For Officers – INR 4,00,000/-
Sum Insured for Critical Illness:	INR 1,00,000/- for employees only
Corporate Buffer:	INR 10,000,000/-(1Crore)
Total Number of Employees: As on 30.11.2021	For Clerical/Sub Staff – 2758 For Officers – 4143 Total Family –6901
Monthly Addition / Deletion:	All New Employees to be covered from the date of joining as per their appointment letter. For additions/deletions during period, premium to be charged/refunded on prorata basis against the Cash Deposit account with Insurer adequately maintained by the Bank. Increase in Sum Insured allowed in case of promotion on charging pro-rata premium.
Geographical Limit	Treatment taken in India only.
Continuity Benefit	Continuity benefits coverage to employees on retirement till the end of the policy period provided there is no request for refund of the premium.

Key Policy Terms & Conditions	
Hospital Room Rent:	Room and Boarding expenses as provided by the Hospital/Nursing Home not exceeding INR 5000 per day or the actual amount whichever is less.
ICU Rent:	Intensive Care Unit (ICU) expenses not exceeding INR 7500 per day or actual amount whichever is less
All other expenses	No Limits for all other expenses including Nursing Charges
Cost of Donor:	Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to the insured.



<b>Ambulance Charges:</b>	Ambulance charges are payable up to INR 2500/- per trip to hospital and/ or transfer to another hospital or transfer from hospital to home if medically advised. Taxi and Auto expenses in actual maximum up to INR 750/- per Hospitalization. Ambulance charges actually incurred on transfer from one center to another center due to Non availability of medical services/ medical complication shall be payable in full.
<b>Pre and Post Hospitalization Expenses:</b>	Expenses related to the ailment for hospitalization will be covered 30 days prior to hospitalization and 90 days after discharge.
<b>Alternative Treatment</b>	Alternative Treatments are forms of treatment other than treatment "Allopathy" or "modern medicine and includes Ayurveda, Unani, Siddha, Homeopathy and Naturopathy in the Indian Context, for Hospitalization and Domiciliary for treatment only under 62 selected ailments taken in hospital / clinic registered by the Central / State authorities.
<b>Pre-existing Diseases</b>	Covered from day 1
<b>30 days Waiting Period</b>	Waived Off
<b>Waiting Periods on Specific Diseases</b>	Waived Off
<b>Day Care Treatment:</b>	Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit is not applied to specific treatments. This condition will also not apply in case of stay in hospital of less than a day provided – A) The treatment is undertaken under General or Local Anesthesia in a hospital / day care Centre in less than a day because of technological advancement and B) Which would have otherwise required hospitalization of more than a day.
<b>Maternity Benefit:</b>	For Normal- INR 50,000/- and For C-Section- INR 75,000
<b>9 months waiting period:</b>	Waived Off
<b>Pre &amp; Post Natal Expenses:</b>	Pre-natal & post-natal charges in respect of maternity benefit are covered under the policy up to 30 days and 60 days only, unless the same requires hospitalization.
<b>Missed Abortions, Miscarriage or abortions induced by accidents:</b>	Covered under the limit of Maternity
<b>Complications in Maternity including operations for extra uterine pregnancy ectopic pregnancy:</b>	Covered in the up to the Sum Insured + Corporate Buffer- (i) Expenses included for medical termination of pregnancy. (ii) Claim in respect of delivery to be given irrespective of the number of children.
<b>New Born Baby Cover:</b>	New born baby is covered from day one. All expenses incurred on the new born baby during maternity will be covered in addition to the maternity limit up to INR 20,000/- Per child. However, if the baby contracts any illness the same shall be considered in the Sum Insured + Corporate buffer. Baby to be taken as an additional member within the normal family floater.
<b>Domiciliary Cover (OPD):</b>	Medical expenses incurred in case of the following diseases which need domiciliary treatment as may be certified by the attending medical practitioner and / or bank's medical officer shall be deemed as hospitalization expenses and reimbursed to the extent of 100% subject to the overall limit of Sum Insured under the policy.
<b>Diseases covered in the Domiciliary limit:</b>	The cost of Medicines, Investigations, and consultations, etc. in respect of domiciliary treatment for the 62 listed ailments shall be reimbursed for the period stated by the specialist and / or the attending doctor and / or the bank's medical officer, in Prescription. If no period stated, the prescription for the purpose of reimbursement shall be valid for a period not exceeding 90 days.
<b>Domiciliary Treatment:</b>	Medical expenses incurred in case of the following diseases which need domiciliary treatment as may be certified by the attending medical practitioner and / or bank's medical officer shall be deemed as hospitalization expenses and reimbursed to the extent of 100% Subject to overall limit of sum insured.



	<p>Cancer , Leukemia, Thalassemia, Tuberculosis, Paralysis, Cardiac Ailments, Pleurisy, Leprosy, Kidney Ailment , All Seizure disorders, Parkinson's diseases, Psychiatric disorder including schizophrenia and psychotherapy, Diabetes and its complications, hypertension, Hepatitis —B , Hepatitis - C, Hemophilia, Myasthenia gravis, Wilson's disease, Ulcerative Colitis , Epidermolysis bullosa, Venous Thrombosis(not caused by smoking) Aplastic Anaemia, Psoriasis, Third Degree burns, Arthritis, Hypothyroidism, Hyperthyroidism expenses incurred on radiotherapy and chemotherapy in the treatment of cancer and leukaemia, Glaucoma, Tumor, Diphtheria, Malaria, Non-Alcoholic Cirrhosis of Liver, Purpura, Typhoid, Accidents of Serious Nature, Cerebral Palsy, Polio, All Strokes Leading to Paralysis, Haemorrhages caused by accidents, All animal/reptile/insect bite or sting , chronic pancreatitis, Immuno suppressants, multiple sclerosis /motorneuron disease, status asthmaticus, sequelae of meningitis, osteoporosis, muscular dystrophies, sleep apnea syndrome(not related to obesity), any organ related (chronic) condition, sickle cell disease, systemic lupus erythematosus (SLE), any connective tissue disorder, varicose veins, thrombo embolism venous thrombosis/venous thrombo embolism (VTE)], growth disorders, Graves' disease, Chronic obstructive Pulmonary Disease, Chronic Bronchitis, Asthma, Physiotherapy and swine flu shall be considered for reimbursement under domiciliary treatment.</p> <p>The cost of Medicines, Investigations, and consultations, etc. in respect of domiciliary treatment shall be reimbursed for the period stated by the specialist and / or the attending doctor and / or the bank's medical officer, in Prescription. If no period stated, the prescription for the purpose of reimbursement shall be valid for a period not exceeding 90 days.</p>
<b>Congenital Anomalies:</b>	Expenses for Treatment of Congenital Internal / External diseases, defects anomalies are covered under the policy
<b>Psychiatric Ailment:</b>	Expenses for treatment of psychiatric and psychosomatic diseases be payable with or without hospitalization.
<b>All Advanced Medical Treatment:</b>	All new kinds of approved advanced medical procedures for e.g., laser surgery, stem cell therapy for treatment of a disease is payable on hospitalization /day care surgery.
<b>Treatment for accidents on OPD Basis:</b>	Treatment taken for Accidents can be payable even on OPD basis in Hospital up to Sum Insured
<b>Taxes and Other charges:</b>	All Taxes, Surcharges, Service Charges, Registration charges, Admission Charges, Nursing, and Administration charges to be payable.
<b>Genetic Disorder:</b>	Covered
<b>Lasik Surgery:</b>	Correction of Eye sight is covered if the refractive error is + / - 7
<b>Other Medical Treatment:</b>	Treatment for Age related Macular Degeneration (ARMD), treatment such as Rotational Field Quantum magnetic Resonance (RFQMR), Enhanced External Counter Pulsation (EECP), etc. are covered under the scheme. Treatment for all neurological/ macular degenerative disorders
<b>External and Durable Equipment:</b>	Rental Charges for External and or durable Medical equipment of any kind used for diagnosis and or treatment including CPAP, CAPD, Bi-PAP, Infusion pump etc. will be covered under the scheme. However, purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.
<b>Cost of Artificial Limb:</b>	Covered
<b>Ambulatory devices:</b>	Walker, crutches, Belts, Collars, Caps, Splints, Slings, Braces, Stockings, elastocrepe bandages, external orthopedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer (including Glucose Test Strips)/ Nebulizer/prosthetic devise / Thermo-me alpha/ water bed and similar related items etc., will be covered
<b>Physiotherapy Charges:</b>	Physiotherapy charges shall be covered for the period specified by the Medical Practitioner even if taken at home.
<b>Critical Illness:</b>	Critical Illness is to be provided to the employee only subject to a sum insured of INR 1,00,000/. Cover starts on inception of the policy. In case an employee contracts a



	<p>Critical Illness as listed below, the total sum insured of INR 1,00,000/- is paid, as a benefit. This benefit is provided on first detection/diagnosis of the Critical Illness.</p> <ul style="list-style-type: none"><li>• Cancer including Leukaemia</li><li>• Stroke</li><li>• Paralysis</li><li>• By Pass Surgery</li><li>• Major Organ Transplant</li><li>• End Stage Liver Disease</li><li>• Heart Attack</li><li>• Kidney Failure</li><li>• Heart Valve Replacement Surgery</li></ul> <p>Hospitalization is not required to claim this benefit. Further the Employee can claim the cost of hospitalization on the same from the Group Mediclaim Policy as cashless / reimbursement of expenses for the treatment taken by him.</p> <p>Under this policy there would be no waiting period for the payment of the claim on the inception of the policy, nor any survival period for the payment of the claim on the individual contracting any of the above-mentioned Critical Illness.</p>
--	---

Note: - The above-mentioned coverage of Group Mediclaim policy are indicative only, detailed terms and condition can be obtained through Bank's Website: - <http://www.aryavart-rrb.com>





**B. GROUP MEDICLAIM POLICY - RETIREE POLICY WITHOUT DOMICILIARY COVER**

<b>Coverage Details</b>	
<b>Policy Type:</b>	Group Medical Insurance Policy only for Retired Employees of the Bank
<b>Family Definition:</b>	Self (Retiree) + Spouse or Widow / widower of the Retired Employee
<b>Coverage Type:</b>	Family Floater
<b>Sum Insured:</b>	For Clerical/Sub Staff - INR 3,00,000/- For Officers – INR 4,00,000/-
<b>Total Number of Retired Employees and Family Pensioners: AS on 30.11.2021</b>	For Clerical/Sub Staff –758 For Officers – 2297 Total Family –3055
<b>Pre-existing Diseases:</b>	Coverage from day 1
<b>30 days Waiting Period:</b>	Waived Off
<b>Waiting Periods on Specific Diseases:</b>	Waived Off
<b>Hospital Room Rent:</b>	Room and Boarding expenses as provided by the Hospital/Nursing Home not exceeding INR 5000 per day or the actual amount whichever is less.
<b>ICU Rent:</b>	Intensive Care Unit (ICU) expenses not exceeding INR 7500 per day or actual amount whichever is less.
<b>Professional Charges:</b>	Surgeon, team of surgeons, Assistant surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees covered up to Sum Insured
<b>All other expenses:</b>	No Limits for all other expenses including Nursing Charges, Service Charges, IV Administration Charges, Nebulization Charges, RMO charges, Anesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, OT consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator Ventilator, orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses,, infra cardiac valve replacements, vascular stents, any other valve replacement, laboratory/diagnostic tests, X-ray CT Scan, MRI, any other scan, scopies and such similar expenses that are medically necessary, or incurred during hospitalization as per the advice of the attending doctor.
<b>Cost of Donor:</b>	Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to the insured.
<b>Ambulance Charges:</b>	Ambulance charges are payable up to INR 2500/- per trip to hospital and/or transfer to another hospital or transfer from hospital to home if medically advised. Taxi and Auto expenses in actual maximum up to INR 750/- per Hospitalization. Ambulance charges actually incurred on transfer from one center to another center due to Non availability of medical services/ medical complication shall be payable in full.
<b>Pre and Post Hospitalization Expenses:</b>	Expenses related to the ailment for hospitalization will be covered 30 days prior to hospitalization and 90 days after discharge.
<b>Alternative Treatment:</b>	Alternative Treatments are forms of treatment other than treatment "Allopathy" or "modern medicine and includes Ayurveda, Unani, Siddha, Homeopathy and Naturopathy in the Indian Context, for Hospitalization only in a hospital registered by the Central / State authorities
<b>Day Care Treatment:</b>	Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit is not applied to specific treatments. This condition will also not apply in case of stay in hospital of less than a day provided – A) The treatment is undertaken under General or Local Anaesthesia in a hospital / day care Centre in less than a day because of technological advancement and Which would have otherwise required hospitalization of more than a day.





<b>Congenital Anomalies:</b>	Expenses for Treatment of Congenital Internal / External diseases, defects anomalies are covered under the policy
<b>Psychiatric Ailment:</b>	Expenses for treatment of psychiatric and psychosomatic diseases payable for hospitalization.
<b>All Advanced Medical Treatment:</b>	All new kinds of approved advanced medical procedures for e.g. laser surgery, stem cell therapy for treatment of a disease is payable on hospitalization /day care surgery.
<b>Taxes and Other charges:</b>	All Taxes, Surcharges, Service Charges, Registration charges, Admission Charges, Nursing, and Administration charges to be payable. Charges for diapers and sanitary pads are payable if necessary, as part of the treatment. Charges for Hiring a nurse / attendant during hospitalization will be payable only in case of recommendation from the treating doctor in case ICU / CCU or any other case where the patient is critical and requiring special care.
<b>Genetic Disorder:</b>	Treatment for Genetic disorder covered
<b>Other Medical Treatment:</b>	Treatment for Age related Macular Degeneration (ARMD), treatment such as Rotational Field Quantum magnetic Resonance (RFQMR), Enhanced External Counter Pulsation (EECP), etc. are covered under the scheme. Treatment for all neurological/ macular degenerative disorders
<b>External and Durable Equipment:</b>	Rental Charges for External and or durable Medical equipment of any kind used for diagnosis and or treatment including CPAP, CAPD, Bi-PAP, Infusion pump etc. will be covered under the scheme. However, purchase of the above equipment to be subsequently used at home in exceptional.
<b>Ambulatory devices:</b>	Walker, crutches, Belts, Collars, Caps, Splints, Slings, Braces, Stockings, elastocrepe bandages, external orthopaedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer (including Glucose Test Strips)/ Nebulizer/ prosthetic devise/ Thermometer, alpha / water bed and similar related items etc., will be covered
<b>Cost of Artificial Limb:</b>	Covered
<b>Physiotherapy Charges:</b>	Physiotherapy charges shall be covered for the period specified by the Medical Practitioner.

Note: - The above-mentioned coverage of Group Mediclaim policy are indicative only, detailed terms and condition can be obtained through Bank's Website: - <http://www.aryavart-rrb.com>



**INDICATIVE DAY CARE LIST**

Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit shall not be applied to specific treatments, such as:

1	Adenoidectomy	19	Haemo dialysis
2	Appendectomy	20	Fissurectomy / Fistulectomy
3	Auroplasty not Cosmetic in nature	21	Mastoidectomy
4	Coronary angiography /Renal	22	Hydrocele
5	Coronary angioplasty	23	Hysterectomy
6	Dental surgery	24	Inguinal/ventral/umbilical/femoral hernia
7	D&C	25	Parenteral chemotherapy
8	Excision of cyst/granuloma/lump/tumor	26	Polypectomy
9	Eye surgery	27	Septoplasty
10	Fracture including hairline fracture /dislocation	28	Piles/ fistula
11	Radiotherapy	29	Prostate surgeries
12	Chemotherapy including parental chemotherapy	30	Sinusitis surgeries
13	Lithotripsy	31	Tonsillectomy
14	Incision and drainage of abscess	32	Liver aspiration
15	Varicocelelectomy	33	Sclerotherapy
16	Wound suturing	34	Varicose Vein Ligation
17	FESS	35	All scopies along with biopsies
18	Operations/Micro surgical operations on the nose, middle ear/internal ear, tongue, mouth, face, tonsils & adenoids, salivary glands & salivary ducts, breast, skin & subcutaneous tissues, digestive tract, female/male sexual organs.	36	Lumbar puncture
		37	Ascitic Pleural tapping

This condition will also not apply in case of stay in hospital of less than a day provided the treatment is undertaken under General or Local Anesthesia in a hospital / day care centre in less than a day because of technological advancement and which would have otherwise required hospitalization of more than a day.



Policy Exclusions	
1	Injury / disease directly or indirectly caused by or arising from or attributable to War, invasion, Act of Foreign enemy, War like operations (whether war be declared or not).
2	A) Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an accident. B) Vaccination or inoculation. C) Change of life or cosmetic or aesthetic treatment of any description is not covered. D) Plastic surgery other than as may be necessitated due to an accident or as part of any illness.
3	Cost of spectacles and contact lenses, hearing aids. Other than Intra-Ocular Lenses and Cochlear Implant.
4	Dental treatment or surgery of any kind which are done in a dental clinic and those that are cosmetic in nature.
5	Convalescence, rest cure, Obesity treatment and its complications including morbid obesity, treatment relating disorders, Venereal disease, intentional self-injury and use of intoxication drugs / alcohol.
6	All expenses arising out of any condition directly or indirectly caused to or associated with Human T-Cell Lymphotropic Virus Type III (HTLB - III) or lymphadenopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency Syndrome or any syndrome or condition of a similar kind commonly referred to as AIDS.
7	Charges incurred at Hospital or Nursing Home primarily for diagnosis x-ray or Laboratory examinations or other diagnostic studies not consistent with or incidental to the diagnosis and treatment of positive existence of presence of any ailment, sickness or injury, for which confinement is required at a Hospital / Nursing Home, unless recommended by the attending doctor.
8	Expenses on vitamins and tonics unless forming part of treatment for injury or diseases as certified by the attending physician.
9	Injury or Disease directly or indirectly caused by or contributed to by nuclear weapon / materials.
10.	All non-medical expenses including convenience items for personal comfort such as charges for telephone, television, /barber or beauty services, diet charges, baby food, cosmetics, tissue paper, diapers, sanitary pads, toiletry items and similar incidental expenses, unless and otherwise they are necessitated during the course of treatment.
11.	Attempted suicide, war, invasion, nuclear radiation is not covered.



## SECTION IV

### Proposal Requirements

The following sections include the information necessary for your organization to respond to this RFP. Your proposal must:

- i. 1st February, 2022 will be the effective date for Policy inception and administration for both the Inservice and Retired Employee Policy.
- ii. Answer all questions in the following sections clearly and concisely; and
- iii. Technical bids will be an integral part of the RFP
- iv. Pre- Bid Queries to be submitted on or before -29<sup>th</sup>December-2021 up till 5 p.m.

Failure to submit the proposal within the stipulated time will result in disqualification of the proposal.

### General Information

The objective is to ensure that this Group Medical Insurance plan is managed at a high service level and in the most cost-effective manner as possible. The insurer must have the flexibility necessary to respond to Aryavart Bank's current and changing needs.

Aryavart Bank's primary objective in conducting this RFP is to contract with an insurer / insurer who: Matches the desired plan design and contract provisions; and demonstrates the ability to deliver high quality services across the country at a competitive price.

Questions concerning the RFP or its attachments can be directed to Mr. Ajeet Kumar Shukla, Sr. Manager. No answer to the questions concerning the RFP will be provided over the phone. Please submit all questions in writing by email to [Ho.Personnel@aryavartbank-rrb.com](mailto:Ho.Personnel@aryavartbank-rrb.com); [AryavartBankCommunications@kmdastur.com](mailto:AryavartBankCommunications@kmdastur.com) under copy to [AGM.HR@aryavartbank-rrb.com](mailto:AGM.HR@aryavartbank-rrb.com) latest by 5PM. on 29<sup>th</sup>December-2021



**Evaluation Criteria For Technical Bids**

<b>Sr. No.</b>	<b>Criterion</b>	<b>Points</b>	<b>Total</b>	<b>Self-Assessment Scoring</b>
<b>1.</b>	<b>Number of Years Since License given by IRDA as on 31.03.2021</b>		<b>10</b>	
	1. > 5 Years, <=7 Years	4		
	2. > 7 Years, <=10 Years	8		
	3. >10 Years	10		
<b>2</b>	<b>Solvency Margin for FY: 2018-19, 2019-20 &amp; 2020-21</b>		<b>10</b>	
	1. 1.50, <=1.60	4		
	2. > 1.60, <=1.75	8		
	3. >1.75	10		
<b>3</b>	<b>Health Premium underwritten within India (INR. In Crores) for FY: 2018-19, 2019-20 &amp; 2020-21</b>		<b>10</b>	
	1. Up to Rs. 500 Crores	4		
	2. > Rs. 500 Crores, <= Rs.750 Crores	6		
	3. > Rs. 750 Crores, <=Rs. 1000 Crores	8		
	4. > Rs. 1000 Crores	10		
<b>4.</b>	<b>Number of Group Mediclaim lives covered during Financial Year FY: 2020-21</b>		<b>10</b>	
	1. Up to 50,000	4		
	2. >50,000, <=100,000	6		
	3. >100,000, <=150,000	8		
	4. >150,000	10		
<b>5.</b>	<b>Net worth (INR. In Crores) for FY: 2020-21</b>		<b>10</b>	
	1. >500 Crores, <=1000 Crores	4		
	2. >1000 Crores, <=2000 Crores	8		
	3. >2000 Crores	10		
<b>6.</b>	<b>Claim Settlement Ratio for FY: 2018-19, 2019-20 &amp; 2020-21</b>		<b>10</b>	
	1. <=75%	4		
	2. >75%, <=80%	6		
	3. >80%, <=90%	8		
	4. >90%	10		





7.	<b>Aging of Claims for FY: 2020-21 (% of Claims settled within Three Months as of 31.03.2021)</b>		10	
	1. <=75%	4		
	2. >75%, <=85%	6		
	3. >85%, <=95%	8		
	4. >95%	10		
8.	<b>Grievance Ratio (Number of Grievances per 10,000 policies) for FY: 2018-19, 2019-20 &amp; 2020-21</b>		5	
	1. =>3 per 10,000	1		
	2. =>2 per 10,000 <3	2		
	3. =>1.5 per 10,000, <2	3		
	4. <1.5 per 10,000	5		
9	<b>Grievance Redressal Ratio (Percentage of Grievances Accepted) for FY: 2018-19, 2019-20 &amp; 2020-21</b>		5	
	<=30%	1		
	>30%, <=45%	2		
	>45%, <=60%	3		
	>60%	5		
10	<b>Number of Hospitals in PAN India where Tie-up has been made by the company as of 31.10.2021, out of which minimum 100 hospitals should be in Uttar Pradesh</b>		10	
	1. 1. =3000	4		
	2. 2. >3000, <=4000	6		
	3. 3. >4000, <=5000	8		
	4. 4. >5000	10		



11	Number of Group Mediciam Policies of Regional Rural Bank being serviced by the Insurance Company as on 30.11.2021		10	
	1. 2	2		
	2. >2, <=6	4		
	3. >6, <=10	6		
	4. > 10	10		

**Calculation of points to be considered on average basis in case of data sought for more than one financial year.**

Policies where your company is a Co-Insurer will not be considered.

**Micro Insurance/State Policies will not be considered.** Only Corporate Group Medical Insurance policies will be considered for the Technical Bid. Company that does not have any policy of the required size will not get any points

Bidders who score 70% (70/100) \*or more in the technical evaluation would qualify for the Financial bid. In the second stage, only those bidders, who have qualified through the above process on the basis of evaluation of their Technical Bids, will be allowed to participate in bidding process for financial bids. (*\*However, Aryavart Bank at its discretion may relax this criterion to ensure enough bidders participate in the Financial bid*)

In event of a tie between two or more bidders in the In-Service Employee and retiree policy during financial evaluation, determination of L1 bidder will be based, considering the highest score in the technical evaluation, further in case of tie between the highest Technical Evaluation Score, the Insurance company with the Highest Solvency Margin (Average of last 3 Financial Years) will be given the preference.

**Aryavart Bank reserves the right to:**

- Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
- Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
- Waive or change any formalities, irregularities, or in consistencies in this proposal (format and delivery). Such a change/ waiver would be duly and publicly notified in the [https://www.mstcecommerce.com/eprochome/aryabank/buyer\\_login.jsp](https://www.mstcecommerce.com/eprochome/aryabank/buyer_login.jsp) before the closure of the bid date.
- Extend the time for submission of all proposals and such an extension would be duly communicated by Aryavart Bank.
- Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to result in an agreement within a specified time frame.
- Select the bidder even if a single bid is received as response.
- Share the information / clarifications provided in response to RFP by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query



### **Bid Submission**

1. The bid should be **signed by the bidder or any person duly authorized** to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the bidder. **All pages of the tender documents** except brochures, if any, are to be signed by the authorized signatory.
2. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.
3. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
4. No columns of the tender should be left blank. Offers with insufficient information and offers which do not strictly comply with the stipulations given above, are liable for rejection.

### **Plan Design and Related Documents**

#### **i. Plan Design**

**The Policy shall be in the Name of Aryavart Bank and hence two separate policies should be issued: -**

- i) In-Service Employees.
- ii) Retired Employees without Domiciliary Treatment.

The terms and conditions of the Policy shall be as per the Scheme of Medical insurance as per the 10<sup>th</sup> Bi-Partite Settlement for workman staff as described in the RFQ section.



**Employee Demography**

a. Working staff members of Aryavart Bank, as on 30<sup>th</sup> November, 2021 is as under-

Sr. No.	Category	Number of Employees
1	Officers	4143
2	Clerical/Award Staff	2758
	Grand Total	6901

b. Retirees of Aryavart Bank as on 30th Nov, 2021 is as under: -

Category	Retirees	Family Pensioners	Total
Officers	1945	352	2297
Clerical/Award Staff	509	249	758
Total	2454	601	3055

Aryavart Bank does not guarantee the participation of all Retired employees which is totally voluntary.

Data (Count of employees) shared is Indicative and may vary due to New Joinee, Retirement and Resignation.

**Further Demographic details & Updated Claims MIS can be obtained by placing a request mail to the following email id's**

Ho.Personnel@aryavartbank-rrb.com; AryavartBankCommunications@kmdastur.com under copy to AGM.HR@aryavartbank-rrb.com



**ii. RFP Terms and Conditions:**

Following additional terms and conditions shall apply to the evaluation process:

(a) **Bidder warranties** - By submitting a Response, the Bidder represents and warrants to Aryavart Bank that, as at the date of submission:

- i. the Bidder has to fully disclose to Aryavart Bank in its Responses all information which could reasonably be regarded as affecting in any way Aryavart Bank's evaluation of the Response;
- ii. all information contained in the Bidder's Response is true, accurate and complete; and not misleading in anyway;
- iii. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon Aryavart Bank's reputation if the Response is successful;
- iv. the Bidder will immediately notify Aryavart Bank of the occurrence of any event, factor circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or Aryavart Bank's reputation or render the Bidder unable to perform its obligations under the Aryavart Bank agreement, if any or have a material adverse effect on the evaluation of the responses by Aryavart Bank; and
- v. the Bidder has not and will not seek to influence any decisions of Aryavart Bank during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.
- vi. If selected, Bidder will not seek medical examination of any employee or retired staff or family members for inclusion in the Policy.

**Document Annexures**

**Supporting Documents to be given:**

1. IRDA License of the Insurance Company
2. Audited or CA certification of Net worth as of March 31<sup>st</sup> 2021
3. Audited or CA certification of Solvency Ratio as of March 31<sup>st</sup> 2021
4. Annual Report indicating the Health premium figures as of March 31<sup>st</sup> 2021 duly signed by the Authorized Signatory of the Insurer

All supporting documents should be additionally attested by authorized signatory and bidder to put company seal.

The UDAI of certifying CA is to be clearly mentioned.



  
(General Manager)



**Annexure -A**

The responses and all supporting forms including those for points 6 and 7 below need to be attested by authorized signatory with company seal

Sr. No.	Parameters	Response
1	Number of Years Since License given by IRDA as on 31.03.2021	
2	Net worth of Insurer.	
3	Solvency Margin.	
4	Health Premium underwritten within India (INR in Crores)	
5	Number of lives being serviced under Group Medical Insurance Policies	
6	Claim Settlement Ratio	
7	Aging of Claims (% of Claims Settled within 3 months)	
8	All Public disclosure forms pertinent to claims – NL 24 and NL 25	
9	All Public disclosure forms pertinent to grievance for NL 41	
10	Number of Hospitals where cashless Tie-up has been made by the company	
11	Number of Group Medclaim Policy of Regional Rural Bank being serviced by the Insurance Company.	

**For Point Number 4 and 5 mentioned above, the following conditions will apply:**

Policies where your company is a Co-Insurer will not be considered.

**Micro Insurance/State Policies will not be considered.** Only Corporate Group Medical Insurance policies will be considered for the Technical Bid.

Company that does not have any policy of the required size will not get any points.

Aryavart Bank reserves the right to verify/seek further clarity on the information provided against any or all points.



**Brief description of the Procedure to be followed for settling the Claims:**



## Annexure B

### Undertaking for Terms of Engagement (On Company's Letterhead)

We, \_\_\_\_\_ Insurance Company Limited, a licensed Public Sector General Company  
Regulated by the Insurance Regulatory and Development Authority (IRDA) under License Code No.  
\_\_\_\_\_ and having its registered  
office at \_\_\_\_\_

hereby undertake and confirm that we shall comply with the terms of engagement as per tender document and hereby understand that the Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy.

Further the bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid.

**Signature of Authorized Signatory with Company Seal**



**Annexure C****Service Level Agreement**

This Service Level Agreement ("Agreement") is made and executed on \_\_\_\_\_ day of \_\_\_\_\_ 2022 at Lucknow, Uttar Pradesh, India.

**BY AND BETWEEN**

\_\_\_\_\_ **Insurance Company Limited**, a licensed Public Sector General Insurance Company authorized and Regulated by the Insurance Regulatory and Development Authority (IRDA) under License Code No. \_\_\_\_\_ and having its registered office at \_\_\_\_\_.

**Aryavart Bank**, a Regional Rural Bank, was constituted on 1st April, 2019 after amalgamation of two Regional Rural Banks (RRBs) namely Gramin Bank of Aryavart and Allahabad UP Gramin Bank as per Government of India Gazette notification No. 338 dated 25-01-2019 and having its Head office at **Aryavart Bank, Market Place A-2/46, Vijay Khand, Gomti Nagar, Lucknow-226010**.

The purpose of this agreement is to set forth the terms and understandings of both parties with respect to the provisions of client services by \_\_\_\_\_ **Insurance Company Limited** duly appointed by **Aryavart Bank** for the purpose of providing Group Mediciam Insurance Coverage to the in-service employees/Retired employees and their dependents.

**Tenure of Agreement**

The Agreement will be for 1 year starting from the tentative Policy Inception date 01/02/2022 till 31/01/2023 00:00 hrs.

**NOW THEREFORE** in consideration of the mutual covenants, terms and conditions set forth in this SLA, the Parties agree as follows:

**1) Scope and responsibilities by Either Party:**

Scope of Work	Responsible Party
Policy Document Issuance	_____ Insurance Company Limited
Addition, Deletion & Correction of Member	_____ Insurance Company Limited
Claims Management	_____ Insurance Company Limited
Administration of policy	_____ Insurance Company Limited



**2) Policy Administration & Turn Around Timelines:**

Service Administration	Turn Around TAT
Issuance of Policy document by Insurer	07 working days from the date of acceptance of premium
Issuance of Endorsement (Addition, Deletion & Correction)	05 working days
Settlement Amount Payment on Account post submission of complete documents	30 working days

**3) Claims process:** Aryavart Bank is responsible for notifying claims or potential circumstances that may give rise to a claim in accordance with Aryavart Bank's GMC Policy. To ensure full protection under Aryavart Bank's GMC policy, Aryavart Bank should familiarize themselves with the coverage conditions or other procedures immediately relating to claims and to the notification of those claims.

Collection of the Reimbursement Claim documents will be done fortnightly from designated regional offices of Aryavart Bank by TPA/Insurer.

**4) Turn Around Time envisaged for rendering service by Insurance Company/ Shortlisted TPA:**

Service	Maximum Turn Around Time
E-Card Issuance	Within 48 Hours
Physical Card Issuance	Within 10 working days
Cashless Approvals	Within 3 Hours
Processing of Reimbursement Claims	03 working days
Discharge Voucher	Within 10 Days
Resolution of Grievances	03 working days
Claims MIS	Monthly- By 5th day of the month
Claims Document collection by Insurance Company/ Shortlisted TPA representatives from respective Regional Offices of the Bank	Once in a week

**5) Escalation matrices**

The mechanism and escalation matrices for reporting of issues pertaining to claims and deficiency in services to be provided during issuance of the policy. Any escalations have to be given a detailed response within 3 days of the escalation. In case of non-adherence of the above clause, a penalty of 2% would be levied on the claim amount.

**6) Grievance redressal committee**

The insurer to provide grievance redressal within 3 working days. Delay in response from the committee would result into monetary penalty for the insurer of 2% of the claim amount.





There would be a monthly meet between decision makers at the insurer end and nominated personnel by the bank & representatives of KMD for addressing grievances where responses are not satisfactory.

**Confidentiality**

Both parties will treat information received from the other relating to this agreement and to the client's business as confidential and will not disclose it to any other person not entitled to receive it except as may be necessary to fulfil their respective obligation in the conduct of this agreement and except as may be required by law or regulatory authority or information already in the public domain.

In witness where of the parties here to has set their respective hand and signed this deed with seal, on the day, month and year first above mentioned.

**First Party**

For and on behalf of Aryavart Bank

Signature.....

Name.....

Designation.....

**Witness**

Signature.....

Name .....

Designation.....

**Second Party**

For and on behalf of \_\_\_\_\_ Insurance Co. Ltd.

Signature.....

Name.....

Designation.....

**Witness**

Signature.....

Name .....

Designation.....



**Annexure D****Report Format by Insurance Company/ Shortlisted TPA**

Reports to be submitted by Insurance Company/ Shortlisted TPA

Consolidated claims tracker								
Claim intimation Date	Date of Hospitalization	Date of Discharge	Claimant name	Claim submission date	Hospital name	Claimed amount	Claimed status	Claim remarks
This is the date on which the claimant has intimated the claim to the Insurer/Insurance Company/ Shortlisted TPA	The date at which the patient was admitted	The date at which the patient was discharged from hospital		The date at which all papers were submitted at the Insurance Company/ Shortlisted TPA /Insurer or Bank Branch		This is the cumulative amount provided by a claimant. The said amount is derived from the documents which have been submitted and bills provided	In process	Once the claim documents have been submitted the said status conveys that the claim is under process
							In query	The claim has been processed and is stuck due to additional requirements pending from the claimants' end.
							Settled	The settled claim is the one where the adjudicated amount is arrived however, the disbursement of the amount is pending
							Paid	The claim has been paid to the claimant
							Repudiated	The claim has been repudiated. There reasons for repudiation should be explained
The above claims tracker has to be submitted by the Insurance Company/ Shortlisted TPA every 15 days to ascertain the ageing of claims. There will be additional reports issued on the basis of ailments / self / dependent claims / hospital wise claim data								

	Number of claims	Claim amount	% of claims	% of amount
Cashless approved				
Reimbursement approved				
Recommended for rejection				
Denial Pre-auth				
Not utilized Pre-auth				
Domiciliary claims				
Total				
Cashless in process				
Reimbursement in process				
Pre authorization approved				
Total				
Grand total				
Premium paid at inception				
Addition Endorsement premium				
Deletion Endorsement premium				
Total premium paid				
Claim Ratio (without GST)				



Gender wise analysis (example)				
Gender	Number of claims	Amount	% claims	% Amount
Male	10	10000	32.26%	22%
Female	21	35000	68%	78%
Total	31	45000	100.00%	100%

  

Age wise analysis				
Age band wise claims	Number of claims	Amount	% claims	% Amount
0-20				
21-25				
26-30				
31-35				
36-40				
41-45				
46-50				
51-55				
56-60				
61-65				
66-70				
>70				
Total	0	0		

  

Beneficiary wise analysis				
Beneficiary	Number of claims	Amount	% claims	% Amount
Self				
Spouse				
Child				
Parent				
Total				

Amount wise claims analysis				
Age band	Number of claims	Amount	% claims	% Amount
<10000				
10000-25000				
25000-50000				
50000-100000				
100000-200000				
200000-300000				
>300000				
Total				



Top 25 Hospital provider list				
Name of Hospital	Number of claims	Amount	% claims	% Amount

Ailment wise analysis				
Type	Number of claims	Amount	% claims	% Amount
Natural				
Accidental				
Maternity				
Total				



**Annexure-E:****Financial Bid Format****To be Uploaded in MSTC e-commerce portal:****Details for Financial Bid for In Service & Retired Employee Policy**

**Desc: Appointment of IRDA approved Public Sector General Insurance Company for providing Group Medclaim Policy of Aryavart Bank for Inservice & Retired Employees & their dependents**

Price Header	Inservice Employees	Retired Employees
Premium to be mentioned for a Single Unit (Per Family in Rs) For Clerical/ Sub-Staff Employees	(A)	(C)
Premium to be mentioned for a Single Unit (Per Family in Rs) For Officers	(B)	(D)
Consolidated Premium (Per Family in Rs)	(A)+(B)	(C) + (D)
Applicable Taxes		

**The above rates shall be inclusive of management expenses, TPA charges and Intermediary /broker fees as per IRDA norms**

\*As per the family definition mentioned in the RFP, premium to be quoted on per family basis without taxes, Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy).

Further the bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid.

\*\*Data (Count of employees) shared is Indicative only and may vary due to New Joinee, Retirement and Resignation.

**Signature of Authorized Person with Company Seal**





**Annexure-F**

**Undertaking from Insurance Company**

This has reference to the RFP published in the website of Aryavart Bank on \_\_\_\_\_  
In response to the RFP, we have submitted our technical & financial bid at the MSTC e-commerce portal \_\_\_\_\_. In connection with the above bid, we hereby declare as under: -

I – That we are neither related to any of your Trustees, Officers and others employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

II—That we have submitted the bid in the name of M/s \_\_\_\_\_ and declare that no other bids have been submitted by us in the same name of any other firms/ companies/ proprietors / individuals which comes under the same management and related parties.

III – We hereby undertake that in case of any violations to the above declarations at any stage of the contract, Aryavart Bank reserves the sole right to cancel the contract and recover the full value of the contract from us.

IV- We do hereby agree to comply with the Policy Terms and conditions mentioned in the Tender Document, any deviation noted in the policy Terms and conditions will lead to Disqualification in Participation.

V-We hereby do agree to provide the price Bid for Both Inservice and Retired employee Policy and understand that the Bank reserves the right to Select the L1 Bidder either on Cumulative basis or separately for Inservice and Retired Employee policy.

Further the bank reserves the right to conduct reverse auction after opening of financial bids, wherein the bid price of reverse auction will be lowest bid in each Policy Type, the schedule of Reverse auction will be intimated to the technically qualified bidders after opening of Financial Bid

For and on behalf of \_\_\_\_\_

(Authorized Signatory with company seal/ Stamp)



**Annexure-G**

COMPANY INFORMATION		
A. SNAPSHOT		
1	Name of the Insurer	
	Head Office (Address)	
	Website & e mail	
	Authorized Office Address submitting RFP	
2	Date of Commencement of Business (MM/YYYY)	
3	IRDA License obtained since (Copy of IRDA License since issuance till date to be enclosed)	
4	Number of Branches/Offices in India as on 31.10.2021	
5	Total No. of Employees in India as on 31.10.2021	

Signature of Authorized Person with Company Seal



**Annexure-H****Grievance Ratio & Redressal**

Please provide a data pertaining to grievance redressal in the format given below for last 3 FY's (Number of Grievances per 10,000 policies)

FY	Opening Balance of Grievances c/f	Grievances reported during the Year	No. of grievances resolved during the year	No. of grievances pending at the end of the year	Grievance Redressal Ratio (Percentage of Grievances Accepted)
2018-2019					
2019-2020					
2020-2021					
Average of 3 years					

Calculation of points to be considered on average basis.

Signature of Authorized Person with Company Seal



**Annexure-I****Regional Rural Bank Experience**

A. List of Regional Rural Banks having a Group Medical Policy from the Insurer as on 31/10/2021:

S No.	Name of the Bank/PSU	Date of Commencement of Policy (mm/yy)	Premium in INR

Signature of Authorized Person with Company Seal



**Annexure-J****Insurance Company Hospital Network**

- Do you have an In-house TPA or are the services out sourced?
- Please provide the details of existing hospital network for each TPA enlisted.

Sl. No	Name of the Insurance Company	Total number of hospitals in the network Till October 30 <sup>th</sup> , 2021

- Please provide details of your Hospital Network across various districts in Uttar Pradesh as on October 30<sup>th</sup>, 2021

Name of District	No. of Hospitals on Panel for providing Cashless facility
<b>Total</b>	

**Signature of Authorized Person with Company Seal**





**Annexure-K**

**Declaration from insurer that it has not been banned/Penalized /debarred by any State Government/Central Government or its Agencies or not disqualified in participating the Government schemes as per IRDAI guidelines**

**DECLARATION CERTIFICATE**

- e) I / We do hereby declare that there is no case with Police / Court / IRDA / SEBI / Regulatory authorities against proprietor / firm / partner /employee.
- f) Also, I / We have not been suspended/penalized / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking/ IRDA / SEBI / Autonomous Body / Financial Institution /Court.
- g) We certify that neither our company nor any of the / Directors are involved in any scam or disciplinary proceedings settled or pending adjudication.
- h) We hereby undertake and confirm that we have understood the scope of work properly and shall carry out the work as mentioned in this RFP.

**Signature of the Authorized Signatory with Seal**



**Annexure-L**

- 1.Details of Overall Group Mediclaim policies issued in F.Y. 2020-21 covering a minimum of 50,000 lives
- 2.Health Premium underwritten within India (INR. In Crores) for FY: 2018-19, 2019-20 & 2020-21

Name of the Insurance Company:

.....

**Group Mediclaim Policy**

Sr. No.	Name of Insured	Address of Insured	Number of Lives	Total Premium (Rs in Lakhs)
1				

**Health Premium underwritten within India (INR. In Crores)**

Health Premium Figures	2018-2019	2019-20	2020-21	Average of 3 years
No. of GMC Policies Sold				
Premium from GMC Policies (INR Crore)				

Calculation of points to be considered on average basis.

Signature of the Authorized Signatory with Seal

Date \_\_\_\_\_

Place: \_\_\_\_\_



**Annexure-M****Certificate by the Chartered Accountant: Declaration regarding solvency ratio & Net worth of the Company.****Declaration**

This to inform that \_\_\_\_\_ Insurance Company having its registered office at \_\_\_\_\_ has the net worth & solvency ratio respectively as mentioned below based on the system records maintained by the company.

a)

FY	Solvency ratio
2018-2019	
2019-2020	
2020-2021	
Average of 3 years	

**Calculation of points to be considered on average basis.**

b)

FY	Net worth
2020-2021	

This information is provided for tender participation process only.

**Signature of the Chartered Accountant with UDAl details**

Date: \_\_\_\_\_

Place: \_\_\_\_\_



**Annexure-N**

**Declaration that the bidder should have a minimum Claim Settlement Ratio of 75% for last 3 FYs & Ageing of Claims (% of Claims settled within Three Months) for Financial Year 2020-21 as on 31.03.2021.**

UNDERTAKING I, designated as \_\_\_\_\_ On behalf of \_\_\_\_\_ Insurance Company hereby confirm that we have a Settlement ratio for Health Insurance Claims for the last three Financial Years as mentioned below:

FY	Claim Settlement Ratio	Percentage
2018-2019		
2019-2020		
2020-2021		
Average of 3 years		

**Calculation of points to be considered on average basis.**

**& Ageing of Claims (% of Claims settled within Three Months) for Financial Year 2020-2021 as on 31.03.2021.**

---

Authorized Signatory Date: \_\_\_\_\_ Place: \_\_\_\_\_

