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|  | <b>Tamil Nadu Grama Bank</b><br><b>(A Scheduled Bank owned by Govt. of India &amp; Tamilnadu)</b><br><b>Sponsored by Indian Bank</b>                            |
|   | <b>Head Office, No.6, Yercaud Road, Hasthampatti, Salem 636007</b><br><b>Phone No. 0427-2522932 / 936      E-Mail : hrm@tngb.co.in</b><br><b>HRM Department</b> |

**GROUP MEDICLAIM INSURANCE POLICY FOR IN - SERVICE STAFF OF**  
**TAMIL NADU GRAMA BANK**

**1. OVERVIEW:**

Tamil Nadu Grama Bank, a Scheduled Government Bank, sponsored by Indian Bank, intends to cover its in-service staff members under medical insurance scheme. Hence this Request for Proposal (RFP) is floated for IRDAI licensed General Insurance Companies and Standalone Health Insurance companies for Tailor made Group Mediclaim Insurance Policy for staff of Tamil Nadu Grama Bank. Coverage under the policy shall be for the period of one year from 11.11.2024.

**2. REQUEST FOR PROPOSAL (RFP) TERMINOLOGY:**

Definitions – Throughout this RFP, unless inconsistent with the subject matter or context:

- i. Bidder – An eligible entity/firm submitting a Proposal/Bid in response to this RFP.
- ii. Insurance Company – Selected Bidder under this RFP.
- iii. Bank - Reference to the Bank shall be determined in context and may mean without limitation "Tamil Nadu Grama Bank".
- iv. Bid – the response received in the prescribed format from a bidder in accordance with the RFP.
- v. RFP – The Request for Proposal (this document) in its entirety, inclusive of any addenda/modification/clarification/amendment that may be issued by the Bank.
- vi. "Contract" means the Contract signed by the parties and all the attached documents and the Appendices, consequent to the completion of the proceedings as per the RFP.
- vii. "Day" means calendar day.
- viii. Parties – Party or Parties means the Bank / Selected Bidder.
- ix. "Personnel" means professionals and support staff provided by the Insurance Company to perform the Services or any part thereof.
- x. "Domestic Personnel" means "such professionals and support staff who at the time of being so provided had their domicile in India.
- xi. "Proposal" means the Technical Proposal and the Financial Proposal.
- xii. "Terms of Reference" (TOR) means the document included in the RFP which explains the scope of work, activities, and tasks to be performed.
- xiii. Project Cost - Project cost would be the total consideration that the Bank has to pay in accordance with the payment schedule to obtain the Group Mediclaim Policy for in-service staff as per the terms of RFP/ Contract.

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## Group Mediclaim Policy – For In-Service Staff of Tamil Nadu Grama Bank

The relevant information that is required for submitting the bids is furnished below:

### **A) THE BROAD TERMS OF COVERAGE WILL BE:**

Family floater Group Mediclaim Policy, designed especially for the In-Service Staff + Spouse + Dependent Children + Dependent Parents/Parent-in-laws + Brother / Sister.

### **B) POLICY ADMINISTRATION:**

Policy Administration is made by Bank through our Mandated Insurance Broker:

M/s. K. M. Dastur Reinsurance Brokers Private Ltd.,  
Registered Office: #42, Cambata Building.  
Maharshi Karve Road.  
Churchgate,  
Mumbai 400 020.

### **3. ELIGIBILITY / INVITATION:**

The RFP will be available on the Bank's website [www.tamilnadugramabank.in](http://www.tamilnadugramabank.in). Any corrigendum / addendum shall also be available on the Bank's website. This NIT (Notice Inviting Tender) and RFP is not an offer by Bank but an invitation to receive responses from the IRDAI Registered Insurance Companies. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly Authorized Official(s) of the Bank with the selected bidder.

### **BIDDING DOCUMENT:**

#### **I. Cost of Bidding:**

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation(s), etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **II. Content of Bidding Document:**

- a) The bidding document provides overview of the requirements, bidding procedures and contract terms. It includes Introduction, Instructions to Bidder, and Terms and Conditions of Contract, Eligibility Criteria, and Financial Bid. The bidder must conduct its own investigation and analysis regarding any information contained in this RFP document, its meaning and impact of that information.
- b) The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid. Bank has made considerable efforts to ensure that accurate information is contained in this RFP and is supplied solely as guideline for Bidders. Furthermore, during the RFP process, the Bank has disclosed or will disclose in the RFP and corrigendum / addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any

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addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda.

### iii. Clarifications & Amendments

- a) If deemed necessary, the bank may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The Bidder may be asked to give a presentation for the purpose of clarification of the bid.
- b) The Bidder requiring any clarifications on the bidding documents may obtain the same by submitting written queries on or before **18.10.2024** to the Bank.

#### **Contact Person at the Bank:**

Senior Manager (HRM)

Tamil Nadu Grama Bank

0427-2522932/2522936 email: hrm@tngb.co.in

- c) **Technical and Financial bid (Hard Copy) need to be at the Bank's Head Office on or before 5.00 pm on 25.10.2024.** At any time prior to the deadline for submission of bids, the Bank reserves the right to modify the bidding document.
- d) Any clarification issued by the bank will be in the form of an addendum/ corrigendum and will be provided to the Insurance companies by display in the Bank's website. The amendment will be binding on all Bidders. The Bank, at its discretion, may extend the deadline for submission of bids in order to allow prospective bidders a reasonable time to take the amendment into account.

### 4. BIDDING PROCESS:

- i. The bids shall be submitted in two separate sealed envelopes A and B as stated below:
  - i) **Envelope A:** Technical Bid (To be superscribed as "Technical Bid for Tender for Family Floater Group Mediclaim Policy for in-service staff of Tamil Nadu Grama Bank").
  - ii) **Envelope B:** Financial Bid (To be superscribed as "Financial Bid for Tender for Family Floater Group Mediclaim Policy for in-service staff of Tamil Nadu Grama Bank").

All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted by the Bidders. The Bidders are advised to write their name and contact details (Phone Number, e-mail id, and address) on all the envelopes. In the first stage, only the envelope containing the Technical Bid will be opened and evaluated. Those Bidders satisfying all criteria as per technical requirements and agreeing to comply with all terms and conditions specified in this document may be invited for technical presentation, if required, at the discretion of the Bank, to display their capabilities, approach and methodology. Such presentations are likely to be called within the time frame as decided by the Bank and the Bank reserves the right to reject the bids of the Bidders who fail to make the presentations as scheduled by the Bank. The Technical

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Evaluation will be followed by the opening of the financial bid of those Bidders who qualify as per the criteria specified in the Technical Bid and further RFP process.

**Contents of Tender Document:**

- RFP : Request For Proposal
- Annexure I : RFP with Coverages (Option - 1 as stated in the annexure I)  
(Option – 2 as per IBA agreement (annexure IA))
- Annexure II : Declaration of acceptance letter from the Bidder
- Annexure III : Financial /Price Bid

**5. BID PREPARATION:**

- i. The bids prepared by the Bidder and all correspondence and documents relating to bids exchanged by the Bidder and the Bank must be written in English.
- ii. Bidders must provide individual and factual replies to specific questions asked in the RFP. Documents submitted should be complete in all respects as detailed in this RFP.
- iii. The Technical bid should comprise of one hard copy of Technical Bid and should be placed in a sealed envelope super-scribed as mentioned above along with the RFP document and Annexures I to II.
- iv. This envelope has to be submitted along with another sealed envelope containing the Financial Bid.
- v. Bidder should furnish in the Technical Bid, a brief description of the Bidder's organization and in the case of a consortium/ joint venture, of each partner, details of experience of assignments which are similar to the proposed group policy as per the terms of reference.
- vi. The Bidder should clearly indicate the support services required from the Bank for carrying out the activity.
- vii. A brief write up is to be provided for each of the parameters for Technical Evaluation criterion detailed wherever applicable. All the submissions under this should be supported by necessary documentary evidence, as may be applicable.
- viii. The Technical Bid will be evaluated among others, as per following criteria / parameters.

| Sl. No. | Criteria to be fulfilled   | Documentary proof to be submitted with the Technical Bid.   |
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| 1.      | The bidder should have handled at least 2 large Group Mediclaim Policies with a premium amount of ₹1 crore and above   | Copies of such latest two policies issued in the FY 23-24 or 24-25  |
| 2.      | The total premium collection should be at least ₹300 crore per year in the last 3 financial years.   | Copies of audited financial statements for the last three financial years (2021-2022, 2022-2023 and 2023-2024) showing the total premium amount collected.                |
| 3.      | The bidder must be an insurance company registered with IRDAI having license for procuring Insurance business in India   | Copy of IRDAI registration certificate and copy of the latest fees paid/renewal certificate which is valid as on date.  |
| 4.      | The Bidder should have a minimum solvency ratio of 1.5 as prescribed by IRDAI, as on 31.03.2024, unless exempted for the purpose of tender submission by Department of Financial | Copy of audited financial statements as on 31.03.2024 showing the solvency ratio of the bidder as on 31.03.2024 or a certificate to this effect issued by the auditor / a |

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|    | Services, Ministry of Finance, Government of India.  | qualified chartered accountant.<br><br>In case of exemptions for the purpose of tender submission, the bidder has to submit a copy of the notification issued by the Department of Financial Services, Ministry of Finance, Government of India. |
| 5. | The bidder must have a track record of minimum five years of operational experience in Insurance business in India as on 31.03.2024. | Audited financial statements for the years 2019-2020, 2020-2021, 2021-2022, 2022-2023 and 2023-2024.   |

The bidders should submit copies of evidence / proof to examine whether they fulfill the above criteria.

Bidders are encouraged to quote for both the options as mentioned in the **Contents of Tender documents** of the RFP.

In addition to the above, the Bidders have to submit "Declaration of acceptance letter from the Bidder" as per Annexure II, duly signed by the authorized signatory of the Bidder with Bidder company's seal with the Technical Bid.

- i. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted.
- ii. The Technical evaluation will be followed by the opening of the Financial Bid of those bidders who qualify as per requirement of the Bank.

#### 6. **BID SUBMISSION:**

- a. The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and the Bank must be written in English. All the submissions under this should be supported by necessary documentary evidence, as may be applicable with a letter on bidder's letterhead as per Annexure IV certifying that the period of the validity of the bid is 60 days from the last date of submission of bid and confirming that the bidder has quoted for all the items/services mentioned in the bid in their financial bid.
- b. Bidder should submit Financial Bid as per **Annexure III** of the bid document. Financial bid should be in the form of hard copy should be a complete document and placed in a sealed envelope as mentioned above.
- c. The financial proposal shall not include any conditions attached to it and any such condition attached to the financial proposal shall be liable for rejection. Payment will be made after deducting Tax Deductible at Source as per applicable Tax Laws.
- d. **Bid Prices**

The prices should be specified only in "Financial Bid" and must not be specified at any other place in the bid document. The quotes, prices and any type of Tax should be specified separately.



**e. Validity of Bids**

Bid shall remain valid for **30 days** from the last date for submission of Bid. A bid valid for shorter period is liable to be rejected. The bidder may require giving consent for the extension of the period of validity of the bid beyond initial 30 days, if so desired by the Bank in writing or by email. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the bidder to revise/modify the bid document or price.

**f. Bid Compliance**

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that Bank may take. All the submissions, including any accompanying documents, will become property of Bank.

**g. Format and Signing of Bid**

- a) The bidder should prepare submission as per minimum eligibility criteria, Financial Bid and other requested information.
- b) Bid should be submitted as per the format stipulated in the Annexure.
- c) All pages of the Bid document are serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page.
- d) Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) authenticates them.
- e) Bid should be typed and submitted on A4 size paper, spirally bound securely and in serial order. Bidders responding to this NIT and RFP shall submit covering letter included with the bid and compliance certification statement required for submission of a proposal.

**h. Receipt of bids**

The bid should be submitted / sent by post to the following official as per the address furnished below up to the time and date mentioned at bid details:

**The Assistant General Manager (HRM),  
Tamil Nadu Grama Bank, Head Office,  
No 6, Yercaud Road, Hasthampatti,  
Salem – 636007**

In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank. Any bid received by the Bank after target date and time prescribed at Bid details will be rejected and /or returned unopened to the bidder at his risk and responsibility.

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**i. Bid Currency**

Prices shall be expressed in Indian Rupees only.

**j. Modification and Withdrawal of Bids**

No bid may be withdrawn/ modified in the interval between the deadline for submission of bids and the expiration of period of bid validity.

**k. Award criteria**

The Bank will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

**Financial Bid shall be submitted in respect of following categories of In-service staff viz. Officers - ₹4.00 Lakhs and Office Assistants (MP) / Office Attendants (MP) - ₹3.00 Lakhs.**

**l. Use of Contract Documents and Information**

The Insurance companies shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Insurance companies in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The Insurance companies will keep all the data and information about the Bank confidential, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

**7. TERMINATION OF CONTRACT:**

- i. The Bank alone shall have the right to terminate the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one month, for any valid reason, including but not limited to the following reasons:
- a) Laxity in following standards laid down by the Bank
  - b) Excessive delay (over 6 weeks) in execution of orders placed by the Bank
  - c) Discrepancies / deviations in the agreed processes
  - d) Violation of terms and conditions stipulated in this NIT and RFP
- ii. The selected bidder shall not have right to terminate the contract or to demand any damages on account of termination of the Contract by the Bank.

**8. TERMINATION FOR INSOLVENCY:**

Bank may at any time terminate the Contract by giving written notice to the successful bidder if it becomes bankrupt or otherwise insolvent. The event of termination will be without compensation, provided that such termination will not prejudice or affect any right of action

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or remedy, which has occurred or will accrue thereafter to Bank. Notwithstanding the above, the Bank shall have the right to terminate the contract any time without assigning any reasons.

**8.1 GOVERNING LAW AND DISPUTES: (Applicable in case of successful bidder only)**

All disputes or differences whatsoever arising between the parties out of or in connection with the contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the contract, abandonment or breach of the contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (Bank or Insurance Company), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to a panel of three arbitrators; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be conducted in accordance with the Laws of India. Any appeal will be subject to the exclusive jurisdiction of courts at Salem, Tamil Nadu.

**8.2 TERMS AND CONDITIONS:**

- i. Language of Bid: All bids and supporting documentation shall be submitted in English.
- ii. Bank reserves the right to accept or reject any or all Bids without assigning any reason thereof and Bank's decision in this regard will be treated as final. Bids may be accepted or rejected in total or any part or items thereof. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written notification / acceptance of award shall constitute a binding contract with the Insurance companies.
- iii. The Bank shall have the right to reject the bids not submitted in the prescribed format or incomplete in any manner.
- iv. Bank is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delays or holidays.
- v. The Bank also reserves the right to alter/ modify any/ some/ all of the requirements, as it may deem necessary, and notify the same to the bidders by display in the Bank's website before the last date for submission of response under this RFP. The Bidders should be agreeable for the same.
- vi. Bank shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities to the Bidder(s)/ selected bidder. Reasons for cancellation, as determined by the bank in its sole discretion include but are not limited to, the following:
  - a. Services Contemplated are no longer required,
  - b. Scope of work were not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments,
  - c. Proposed prices are unacceptable to the Work,
  - d. The Project is not in the best interest of the Bank,

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- e. Any other reason, which is the sole opinion of the Bank a ground for cancellation of the RFP.
- vii. Bank reserves the right to verify the validity of bid information and to reject any bid or the cancel the contract where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of RFP or after award of contract, as the case maybe.
- viii. Bank reserves the right to re-negotiate the prices in the event of changes in the market conditions and/ or technology etc.

**9. DISCLAIMER:**

- i. The information contained in this RFP document issued for the eligible and interested bidders or any of their Employees / Directors, is provided on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their Proposals.
- ii. This RFP not an offer by the Bank, but an invitation for responses to the issues pertaining to Family Floater Group Medclaim Policy for In-Service staff of Tamil Nadu Grama Bank. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the RFP process unless and until a formal Contract is signed and executed by duly authorized officers of the Bank and the finally selected Bidder.
- iii. The Bidders, by accepting this document, agree that any information contained herein may be superseded by any subsequent written information on the same subject made available to the recipient or any of their respective officers or published in the Bank's website. It is also understood and agreed by the Bidder/s that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.
- iv. The Bank reserves the right to amend, modify, vary, add, delete, accept or cancel, in part or full, any condition or specification of all proposals / orders / responses, without assigning any reason thereof before evaluation of technical bids. Each Bidder shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentations and contract negotiation processes.
- v. The Bank reserves the right at the time of award of contract to increase or decrease, the scope of work without any change in price or other terms and conditions.
- vi. Notwithstanding anything contained in this Document, the Bank reserves the right to accept or reject any response and to annul the process and reject all responses at any time prior to execution of the agreement with the Bidder to whom the contract is finally awarded, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's decision.
- vii. The Bank reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.
- viii. It shall be the duty and responsibility of the Bidders to ensure themselves about the legal,

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statutory and regulatory authority, eligibility and other competency of them to participate in this RFP and to provide any and all the services and deliverables under the RFP to the Bank. An undertaking should be submitted by the bidder to this effect.

- ix. Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its Directors, Officers, Employees disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of Bank or any of its Officers, Employees.



(T Vasudevan)  
GENERAL MANAGER



**Annexure I**

**RFP FOR FAMILY FLOATER POLICY COVER FOR IN-SERVICE STAFF OF  
TAMIL NADU GRAMA BANK**

| Sr. No. | <b>INSURANCE COVERAGES</b>           |  |
|---------|--------------------------------------|--|
| 1       | Type of Policy                       | Group Mediclaim Policy – Floater   |
| 2       | Name and address of Insurance Broker | M/s K. M. Dastur Reinsurance Brokers Private Ltd., Registered Office: # 42, Cambata Building, Maharshi Karve Road, Church gate Mumbai 400020.  |
| 3       | Family Floater                       | Yes  |
| 4       | Family Definition                    | <p>The expression 'family' includes an Employee / Officer</p> <ul style="list-style-type: none"><li>i. the Officer/Employee's spouse,</li><li>ii. wholly dependent unmarried children (including step children and legally adopted children),</li><li>iii. wholly dependent physically and mentally challenged brothers / sisters with 40% or more disability,</li><li>iv. widowed daughters and dependent divorced / separated daughters,</li><li>v. sisters including unmarried / divorced / abandoned or separated from husband / widowed sisters,</li><li>vi. parents wholly dependent on the Officer/Employee.</li></ul> <p>Provided that in the case of physically and mentally challenged children irrespective of age, they shall be construed as dependents even after their marriage subject to fulfilling the income criteria for dependent.<br/>Officers / Employees may include any two of the wholly dependent father, mother, father-in-law, mother-in-law.</p> <p>The Officer/Employee will have the choice to substitute either of the dependents or both once in a calendar year.</p> <p>The total number of members will not be greater than 6.</p> |

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| 5  | Total No of Staff  | Office Assistants (MP) / Office Attendants(MP) – 1217<br>Officers – 1700<br>Total no of Staff - 2917   |
| 6  | Sum Insured per family:  | Office Assistants (MP)/<br>Office Attendants (MP) - INR 3 lakhs<br>Officers - INR 4 lakhs  |
| 7  | Corporate Buffer   | Buffer limit of Rs. 30,00,000/- is granted for the entire policy period. However out of the total buffer limit maximum per family / per person restricted to Rs. 3,00,000/- only.  |
| 8  | Administration of the scheme   | Centrally at Tamil Nadu Grama Bank, Head Office, Salem.  |
| 9  | Mid Term Additions   | Premium payable on Pro-rata basis.   |
| 10 | Hospitalization/ Treatment   | Cashless / Reimbursement   |
| 11 | Pre-Existing Diseases  | Pre-existing disease to be covered   |
| 12 | 30 Days Waiting Period   | Waived – Covered from Day One  |
| 13 | 1 <sup>st</sup> Year, 2 <sup>nd</sup> Year and 4 <sup>th</sup> Year Exclusions | Waived – Covered from Day One  |
| 14 | Day Care Procedures  | Yes, Covered   |
| 15 | Hospitalization Expenses   | Yes, Covered subject to Minimum 24 Hrs. Hospitalization  |
| 16 | Room Rent for normal   | 1% of Sum insured towards room rent and boarding charges subject to maximum Rs. 4,000/- or actual expenses incurred whichever is less per day.   |
| 17 | Room Rent for ICU / ICCU   | 2% of Sum insured towards room rent and boarding charges subject to maximum Rs. 6,000/- or actual expenses incurred whichever is less per day.   |
| 18 | Pre and Post Hospitalization   | 30 and 60 days   |
| 19 | Proportionate Deduction clause   | <b>As per Expiring</b> - Proportionate deduction applicable for higher room rent on all hospitalization expenses except medicines, implants & investigations in case of higher room / ICU rent is opted<br><b>Proposed Cover</b><br>Proportionate deduction applicable for higher room rent on all hospitalization expenses except medicines, implants & investigations in case of higher room / ICU rent is opted:Not Applicable. |
| 20 | Ambulance Charges  | Actuals subject to maximum Rs. 2,500/- per illness and Rs. 5,000/- per year in aggregate.  |
| 21 | Limits on Diseases   | Cataract: Actuals subject to maximum of Rs. 40,000/- per eye,<br>Hernia: Actuals subject to maximum of Rs. 1,00,000/-,   |



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|    |                                 | Hysterectomy: Actuals subject to maximum of Rs. 1,50,000/-.  |
| 22 | Maternity Benefit               | Normal delivery: Actuals or maximum upto Rs.50,000/- whichever is less and incase of Cesarean: Actuals or maximum upto Rs. 75,000/- whichever is less.<br>Maternity cover applicable for first two children.<br>Complications in maternity are however covered up to Sum Insured.  |
| 23 | 9 months waiting period         | Waived.  |
| 24 | Newborn Baby Cover              | Covered from Day One.  |
| 25 | OPD Domiciliary hospitalization | <b>As per Expiring Terms</b><br>Restricted to 10% of eligible family sum insured for the following diseases:- 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, wilsons 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 leukemia, 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 / motoneuron disease, status asthmaticus, sequalea 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 |

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|    |                      | <p><b>Proposed Cover:</b><br/> Covered up to 100% of eligible family sum insured for the following diseases:- 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, wilsons 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 leukemia, 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 / motoneuron disease, status asthmaticus, sequela 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.</p> |
| 26 | Congenital Anomalies | <p><b>As per Expiring</b><br/> Internal congenital diseases – covered<br/> <b>Proposed Cover</b><br/> Internal congenital diseases – Covered<br/> External congenital diseases – Covered only in case of life threatening conditions.</p>  |
| 27 | Genetic Disorder     | <p><b>As per Expiring</b><br/> Not Covered<br/> <b>Proposed Cover</b><br/> Covered</p>   |

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| 28 | AYUSH Treatment                         | AYUSH Treatment covered (Treatment availed from defined AYUSH Hospital or Day Care Centre) |
| 29 | Alternate Treatment or Modern treatment | As per standard cover  |
| 30 | Claim Intimation                        | Within 15 days from the date of admission  |
| 31 | Claim Submission                        | Within 30 days from the date of discharge  |
| 32 | Third-party Administrator (TPA)         | Whole discretion of the Bank   |

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**Annexure IA**

**RFP FOR FAMILY FLOATER POLICY COVER FOR IN-SERVICE STAFF OF TAMIL NADU GRAMA BANK AS PER IBA AGREEMENT**

| Sr. No. | <b>INSURANCE COVERAGES</b>           |  |
|---------|--------------------------------------|--|
| 1       | Type of Policy                       | Group Mediclaim Policy – Floater   |
| 2       | Family Floater                       | Yes  |
| 3       | Name and address of Insurance Broker | M/s K. M. Dastur Reinsurance Brokers Private Ltd., Registered Office: # 42, Cambata Building, Maharshi Karve Road, Church gate Mumbai 400020.  |
| 4       | Family Definition                    | <p>The expression 'family' includes an Employee / Officer</p> <ul style="list-style-type: none"> <li>i.the Officer/Employee's spouse,</li> <li>ii.wholly dependent unmarried children (including step children and legally adopted children),</li> <li>iii.wholly dependent physically and mentally challenged brothers / sisters with 40% or more disability,</li> <li>iv.widowed daughters and dependent divorced / separated daughters,</li> <li>v.sisters including unmarried / divorced / abandoned or separated from husband / widowed sisters,</li> <li>vi.parents wholly dependent on the Officer/Employee.</li> </ul> <p>Provided that in the case of physically and mentally challenged children irrespective of age, they shall be construed as dependents even after their marriage subject to fulfilling the income criteria for dependent.</p> <p>Officers / Employees may include any two of the wholly dependent father, mother, father-in-law, mother-in-law.</p> <p>The Officer/Employee will have the choice to substitute either of the dependents or both once in a calendar year.</p> <p>The total number of members will not be greater than 6.</p> |

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| 5  | Total No of Staff  | Office Assistants (MP) / Office Attendants(MP) – 1217<br>Officers – 1700<br>Total no of Staff - 2917  |
| 6  | Sum Insured per family   | Office Assistants (MP) / Office attendants (MP) – INR 3 lakhs<br>Officers – INR 4 lakhs   |
| 7  | Sum Insured for Critical Illness   | INR 1,00,000/- for staff only   |
| 8  | Corporate Buffer   | Buffer limit of Rs. 30,00,000/- is granted for the entire policy period. However out of the total buffer limit maximum per family / per person restricted to Rs. 3,00,000/- only.   |
| 9  | Administration of the scheme   | Centrally at Tamil Nadu Grama Bank, Head Office, Salem.   |
| 10 | Mid Term Additions   | Premium payable on Pro-rata basis.  |
| 11 | Hospitalization/ Treatment   | Cashless / Reimbursement  |
| 12 | Pre-Existing Diseases  | Pre-existing disease to be covered except congenital external disease   |
| 13 | 30 Days Waiting Period   | Waived – Covered from Day One   |
| 14 | 1 <sup>st</sup> Year, 2 <sup>nd</sup> Year and 4 <sup>th</sup> Year Exclusions | Waived – Covered from Day One   |
| 15 | Day Care Procedures  | Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit is not applied to specific treatments.<br>This condition will also not apply in case of stay in hospital of less than a day provided.<br>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<br>B) Which would have otherwise required hospitalization of more than a day. |
| 16 | Hospitalization Expenses   | Yes, Covered subject to Minimum 24 Hrs. Hospitalization   |
| 17 | Room Rent for normal   | Room and Boarding expenses as provided by the Hospital/Nursing Home not exceeding INR 5000 per day or the actual amount whichever is less.  |
| 18 | Room Rent for ICU / ICCU   | Intensive Care Unit (ICU) expenses not exceeding INR 7500 per day or actual amount whichever is less  |
| 19 | All other expenses   | No Limits for all other expenses including Nursing Charges  |
| 20 | Limit on Diseases  | No limit on any diseases including Cataract Surgery.  |
| 21 | Cost of Donor:   | Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to the insured.   |
| 22 | Pre and Post Hospitalization   | Expenses related to the ailment for hospitalization will be covered 30 days prior   |

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|    |   | to hospitalization and 90 days after discharge.  |
| 23 | Ambulance Charges   | 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 Hospitalisation.<br>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. |
| 24 | Alternative Treatment   | 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 74 selected ailments taken in hospital / clinic registered by the Central / State authorities.   |
| 25 | Maternity Benefit   | For Normal Delivery- INR 50,000/- and For C-Section- INR 75,000  |
| 26 | 9 months waiting period   | Waived   |
| 27 | Pre & Post Natal Expenses   | 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.  |
| 28 | Missed Abortions, Miscarriage or abortions induced by accidents                               | Covered under the limit of Maternity   |
| 29 | Complications in Maternity including operations for extra uterine pregnancy ectopic pregnancy | Covered in the up to the Sum Insured + Corporate Buffer  |
| 30 | Newborn Baby Cover  | Newborn baby is covered from day one. All expenses incurred on the newborn baby during maternity will be covered in addition to the maternity limit up to INR 20,000/- Per child.<br>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.   |
| 31 | Domiciliary Cover (OPD)   | 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.  |

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| 32 | Diseases covered in the Domiciliary limit | The cost of Medicines, Investigations, and consultations, etc. in respect of domiciliary treatment for the 74 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.   |
| 33 | Congenital Anomalies                      | Expenses for Treatment of Congenital Internal / External diseases, defects anomalies are covered under the policy   |
| 34 | Psychiatric Ailment                       | Expenses for treatment of psychiatric and psychosomatic diseases be payable with or without hospitalization.  |
| 35 | All Advanced Medical Treatment            | 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.   |
| 36 | Treatment for accidents on OPD Basis      | Treatment taken for Accidents can be payable even on OPD basis in Hospital up to Sum Insured  |
| 37 | Taxes and Other charges                   | All Taxes, Surcharges, Service Charges, Registration charges, Admission Charges, Nursing, and Administration charges to be payable.<br>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, Neo natal nursing care or any other case where the patient is critical and requiring special care. |
| 38 | Genetic Disorder                          | Covered   |
| 39 | Lasik Surgery                             | Correction of Eye sight is covered if the refractive error is + / - 7   |
| 40 | Other Medical Treatment                   | 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   |
| 41 | External and Durable Equipment            | 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   |

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|    |                                 | purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.  |
| 42 | Cost of Artificial Limb         | Covered   |
| 43 | Ambulatory devices              | 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   |
| 44 | Physiotherapy Charges           | Physiotherapy charges shall be covered for the period specified by the Medical Practitioner even if taken at home.  |
| 45 | Critical Illness                | <p>Critical Illness is to be provided to the staff only subject to a sum insured of INR 1,00,000/- . Cover starts on inception of the policy. In case an staff contracts a Critical Illness as listed below, the total sum insured of INR1,00,000/- 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 staff 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> |
| 46 | Claim Intimation                | Within 15 days from the date of admission   |
| 47 | Claim Submission                | Within 30 days from the date of discharge   |
| 48 | Third-party Administrator (TPA) | Whole discretion of the Bank  |

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**Annexure – II (Bid Covering Letter)**

*(Bid Covering Letter: To be submitted by the bidder on letter head  
along with Bid documents)*

To

**The Chairman,  
Tamil Nadu Grama Bank  
Head Office,  
Salem - 58008.**

Dear Sir,

**Our Bid for RFP Ref. No: \_\_\_\_\_ dated \_\_\_\_\_**

1. In respect to your RFP mentioned above, we submit our Bid Document herewith. As desired in the RFP, we are submitting two envelopes, one containing Technical and other Financial Bid, submitted separately. All details with the relevant information / documents / acceptance of all terms and conditions are strictly as described in this RFP.
2. We understand that:
  - i. Bank is not bound to accept the lowest or any bid received by it, Bank may reject all or any bid without assigning any reason or giving any explanation whatsoever.
  - ii. Bank may follow close or open bidding process as per requirement of the Bank.
  - iii. If our Bid is accepted, we undertake to enter into, and issue the master policy on the proposed terms at our cost, when called upon by the Bank to do so and immediately on receipt of premium/data thereof. We understand that the cover will start from the date of first premium credited to the bank account of the company.
  - iv. If our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
  - v. The Bank shall intimate the award of contract to the successful bidder after completion of the financial bid.
3. We confirm that we have the necessary legal, regulatory, statutory and corporate authority / eligibility and competency to participate in this RFP and also to provide the services as per the RFP if we are selected as per this RFP.
4. We have read, understand and accept the terms and conditions mentioned in the RFP document and there will not be any exception clause in the policy.
5. We confirm that we have quoted for all the items/services mentioned in our financial bid. Deviations if any, are listed separately.
6. We also confirm/clarify that the bid/offer made by us shall remain valid for 30 days from the last date of submission of the bid.

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7. We shall provide all types of information on the proposed policy as and when required by the Bank at the shortest possible time.
8. We have enclosed here with the following documents:
  1. Two latest Group Mediclaim Policy copies of which premium amount ₹1 crore and above.
  2. Copies of audited financial statements for the previous three financial years (2021-22, 2022-23 and 2023-24) confirming the premium amount collection of ₹300 crore and above.
  3. Copy of IRDAI registration certificate and copy of latest renewal/fee paid receipt.
  4. Copy of audited financial statements as on 31.03.2024 showing the solvency ratio of the bidder as on 31.03.2024, or a certificate to this effect issued by the auditor / a qualified chartered accountant or copy of the notification issued by the Department of Financial Services, Ministry of Finance, Government of India.
  5. Copy of the audited financial statements for the previous years 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24 along with IRDAI registration certificate of at least five years older.

Yours faithfully,

**Authorized Signatory:  
(INSURANCE COMPANY)**

Name:

Designation:

Seal of Company



**Annexure III**

**FINANCIAL BID / PRICE BID**

To

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

The Chairman  
Tamil Nadu Grama Bank  
Head Office - Salem

**GROUP MEDICLAIM FAMILY FLOATER POLICY COVERAGE FOR  
IN-SERVICE STAFF OF TAMIL NADU GRAMA BANK**

Ref. No: \_\_\_\_\_

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

Amount in ₹

| Sum Insured                 | Premium Per Family including GST |                               |
|-----------------------------|----------------------------------|-------------------------------|
|                             | Option – 1 as per Annexure I     | Option – 2 as per Annexure IA |
| 3 Lakhs                     |                                  |                               |
| 4 Lakhs                     |                                  |                               |
| Total Premium including GST |                                  |                               |

| Particulars | Premium Loading % of Proposed Cover in Annexure I |                   |
|-------------|---|-------------------|
|             | Proposed Cover                                    | Premium Loading % |
| 1           | Proportionate Deduction Clause not applicable     |                   |
| 2           | OPD Domiciliary covered up to 100% of Sum Insured |                   |
| 3           | Coverage of External Congenital diseases          |                   |
| 4           | Coverage of Genetic disorder                      |                   |

- 1) In case there is any discrepancy between figures and words, that bid will be rejected.
- 2) The L-1, L-2 and L-3 offer will be evaluated on the basis of the above quoted value.
- 3) Conditional Bids are liable to be rejected.

**SIGNATURE OF THE BIDDER**

**WITH SEAL AND DATE**

