A-2/46 VIJAY KHAND, GOMTI NAGAR, LUCKNOW-226010 Tender Enq. No. HO/ANS/PVS/671/2017-18 Dated:13.03.2018

### NOTICE INVITING TENDER

GROUP PERSONAL ACCIDENTAL INSURANCE POLICIES FOR PERSONS (NAMEDPERSON BORROWER)

1	The Insured /Bank	GRAMIN BANK OF ARYAVART
		A -2/46, Vijay Khand, Gomti Nagar, Lucknow-226010
2	Risk covered	Total 100% of sum insured on account of occurrence of Accidental Death or Permanent Total Disablement & 50% of sum insured on account of Accidental Partial Disablement.
3	Persons covered	All borrower in GRAMIN BANK OF ARYAVART
4	Period of Insurance	One year extendable to another three year.
5	Sum Insured	Rs. 2,00,000/-(Rupees Two Lakhs Only) for borrowers (No. of Borrowers will be Cust ID wise).
6	Tender documents	The tender documents are available at the Bank's website <a href="https://www.aryavat-rrb.com">www.aryavat-rrb.com</a> . Corrigendum (if any )will be published at the Bank's web site only.
7	Last date of submission of queries	20-03-2018, 16.00 hrs at  Email Ho.Marketingcell@gba-rrb.com
8	Pre bid meeting	on 26-03-2018 at15.30 hrs
9	Last Date & Time for submission of tender	on 03.04.2018 at11:00 hrs
10	Date & Time for opening of Technical Bid.	On 03.04.2018 at 13.30 hrs
11	Date & Time for opening of Financeall Bid.	On 05.04.2018 at 13.30 hrs
12	Tenders to be submitted (Registered Post/Courier/By hand) at	GRAMIN BANK OF ARYAVART A-2/46, Vijay Khand, Gomti Nagar, Lucknow-226010 .



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#### I. PREAMBLE:

The Group Personal Accidental Insurance Scheme is required as per IRDAI guidelines for the insurance coverage of "Individual borrowers (Cust-id wise Borrowers accounts basis)" in Gramin Bank of Aryavart (GBA)a body corporate constituted under Regional Rural Bank Act- 1976 having its Head Office at A-2/46, Vijay Khand, Gomti Nagar, Lucknow Pin 226010.

This scheme is framed entirely as a welfare measure and doesn't confer any right or benefit on the Individual borrowers Cust-id wise borrowers accounts indicated above in GBA and shall not be deemed to be any contract or conditions of service between the Bank and the Individual borrowers (Cust-id wise Borrowers accounts basis) covered under this scheme.

GBA will take an insurance policy for all the persons covered under this scheme/Policy i.e., the Individual borrowers (Cust-id wise Borrowers accounts) in GBA. They shall be entitled to get the benefit only as admissible under the provisions of the aforesaid insurance policy.

#### Risk coverage:

The Insurance policy shall cover Group Personal Accidental Insurance for Rs. 2,00,000/- (Rupees Two Lakhs Only) for the borrowers accounts on Cust-id wise Borrowers accounts basis. The benefit required to be covered shall be 100% of sum insured on account of occurrence of accidental death to each and every Individual borrowers (Cust-id wise Borrowers accounts) covered under this Policy and also Permanent Total Disablement & 50% of sum insured on account of accidental Partial Disablement. If it is a joint A/C , SHG or JLG Accounts the claim will be settled on pro-rata basis and for the borrower having multiple loan a/cs single coverage will be given.

The insurance policy shall extend round the clock coverage to all the Individual borrowers (Cust-id wise Borrowers accounts basis) during the policy period. The geographical scope of this policy will be world wide.

Eligibility criteria Borrowers of the bank having age of between 18 to 70 years at the time of entry in the scheme.

(Sum Insured for Rs. 2,00,000/-)

NAMED POLICY –" Gramin Bank of Aryavart Personal Accidental Insurance Coverage Scheme 2018"

SI. No.	Catego	No. of
		Persons.
1	GBA Cust-id wise borrowers accounts	Approx 10 lakhs

In case of increase or decrease in the no. of borrowers, the Bank will report the no. of increased or decreased borrowers on monthly basis to the insurance company, the premium of such increased borrowers will be paid or adjusted on pro rata basis on monthly basis. How ever the insurance coverage will be available from the date of availment of borrower account with GBA.



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The total number of persons indicated in the above category borrowers are estimated figures only and GBA has the right to increase or decrease the number of persons in the above categories as per the requirements from time to time.

#### II. DEFINITIONS:

In this tender document, unless the context otherwise provides:

- (a) "Company/Insured" and GBA means Gramin Bank Of Aryavart Head Office A-2/46, Vijay Khand Gomti Nagar, Lucknow266010.
- (b) "Scheme" means the Gramin Bank Of Aryavart Group Personal Accident Insurance Scheme2018 for the named Cust-id wise Borrowers accounts in Gramin Bank Of Aryavart.
- (c) "Insurer" means a General Insurance Company from whom the Company/Insured takes the insurance cover for the Scheme.

(d)" Individual borrowers (Cust-id wise Borrowers accounts basis)" means all those persons mentioned in the list providedby GBA to insure and covered under the scheme .

Note: In case of doubts/clarifications on this Scheme, Chairman GBA is the deciding authority, whose decision will be final.

#### III. LANGUAGE OF TENDER:

- a) The bid submitted by the tenderer and all other correspondence and documents in respect of the Notice Inviting Tender made with the Company shall be in English only.
- Tender prices shall be quoted in Indian Rupees only.

The GBA Group Personal Accident Insurance Policy 2018 shall cover 100% of the sum insured on account of accidental deaths and Permanent Total Disablement and Permanent Partial Disability the insurer will pay the Capital Sum Insured as compensation as per schedule as ANNEXURE-I that occur in the following cases:

For Individual borrowers cust-ID wise borrowers accounts –

Within GBA covering round the clock .

The geographical scope of this policy will be world wide.

The Policy shall cover all the Individual borrowers (Cust-id wise borrowers accounts basis) and any changes Page 3 of 13



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such as additions & deletions in the list will be provided by GBA from time to time.

### IV. SUBMISSION OF BIDS:

The following are the documents required to be submitted by the Insurance Company interested in offering and operating the Scheme

#### PART-A: TECHNICAL BID:

Bidder to provide the following details: Name of the Insurance Company, Address of the Company, Fax and E-mail ID. Name, Designation and Contact Phone No. of the authorized official of the Bidder to whom all the reference shall be made.

#### PRE-QUALIFICATION CRITERIA:

The bidder shall furnish proper documentary proof in support of its prequalification criteria covering the following aspects:

- (i) The bidder should be an Insurance Company authorized to conduct the business of Group Personal Accident Insurance by the Insurance Regulatory and Development Authority (IRDAI). Enclose copy of self-declaration to the effect that the bidder is authorized by IRDAI to conduct Group Personal Accident insurance business. A vendor must enclose certificate issued by IRDAI to this effect.
- (ii) Declaration from the bidder/insurer that the Insurance Company has not been banned/debarred by any State Government/Central Government or its Agencies or disqualified in participating in the Government schemes as per IRDAI guidelines.
- (iii) Solvency ratio of insurer for the last One year i.e., 2016-17. Enclose self attested copy of solvency ratio certificate.
- (iv) Bidder to submit an undertaking that they have submitted their Bid as a single entity only and have not formed a Consortium for the scheme.
- (v) The Bank reserves its right to disqualify the Bidder who has been banned or debarred after submission of bids and before completion of tender process.
- (vi) Any kind of Cartelization for bidding the scheme is not allowed.
- (viii) Annual financial turnover during the last 3 years, ending 31st March of the previous financial year should be submitted (i.e. balance sheet & P&L account for last 3 years) preferably certified by Charted



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Accountant. In the last 3 (three) years turnover, previous year turnover is compulsory.

(ix) Declaration sheet as per annexure II

#### **PART B - PRICE BID**

i). The Scheme shall provide insurance coverage for approximately 10 Lakhs persons (named and unnamed (Cust-id wise Borrowers accounts) in GBA as follows:-

SI. No.	Items description of insurance /sum assured	Approximate No. of Persons to be covered.	Premium including all taxes (exclusive of GST) per person for one year	Total Premium including all taxes (exclusive of GST)
1	2	3	4	5 = 3x4
a	Premium rate for named persons under Category Borrower	10 Lakhs		
	Total			Total

- i. Total premium amount (Total): in words in Rupees:
- ii. The premium quoted should be exclusive of GST.
  - iii. GST at the prevailing rate will be paid by GBA.
- iv. The details of the Price bid shall be furnished in the above mentioned format only.
- v. The Price bid submitted by the Bidder shall be valid for a period of 120 days from the date of opening of technical bid.
- vi. The premium rate for person quoted will be valid for one policy year for the number of insured persons as communicated by GBA, Lucknow from time to time.
- vii. GBA reserves the right to extend the policy on the same terms and conditions at its discretion. No claim bonus or proportionate discount if any, to be considered by Bidder if GBA renews / extends the policy for the second year. The insurance company is bound to execute the policy on such extended period of contract on the same terms and conditions without any demur. If the insurance company does not extend the policy GBA reserves the right to place the policy on other insurance

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company at the risk and cost of the defaulting insurance company.

#### V. GST CLAUSES:

- a) In case GST credit is delayed/denied to GBA due to non/delayed receipt of goods and/or tax invoice or expiry of timeline prescribed in GST law for availing such input tax credit (ITC), or any other reasons not attributable to GBA, GST amount shall be recoverable from vendor along with interest levied/ leviable on GBA.
- b) In case vendor delays declaring such invoice in his return and GST credit availed by GBA is denied or reversed subsequently as per GST law, GST amount paid by GBA towards such ITC reversal as per GST law shall be recoverable from vendor/contractor along with interest levied / leviable on GBA.
- c) The bidder shall arrange to send to GBA, Lucknow along with all the required documents as in Tax Invoice (Original for Recipient) along with his bills.
- d) Vendor to ensure correct applicability of IGST/CGST/SGST/UTGST based on the Inter /Intra state movement Supply services.
- e) Taxes and duties prevalent on the contractual delivery date or the actual delivery date (in case of delay) whichever is lower shall be applicable paid. Composition Scheme to be addressed.
- f) Vendor shall note that the Invoice has to be raised quoting Accounting Code of Services .
- g) Invoice should mention GST No GBA 09AABAG6580F1ZM of GBA Nodal Agency as mentioned in Tax invoice.
- h) In case of any short supply of service Vendor has to raise a credit note for short supplied quantity as per GST provisions.
- i) Any GST liability arising on GBA under reverse charge before actual receipt of services and/or invoice thereof would be subject to recovery of interest leviable for the period between the date of such liability and actual date of eligibility of ITC based on receipt of services, receipt of invoices and other conditions specified in GST law, as applicable.
- k) Insurer shall mention their GSTN registration number in all their invoices and invoices shall be in the format as specified/prescribed under GST laws. Invoices shall necessarily contain Invoice number (in case of multiple numbering system is being followed for billing like SAP invoice no, commercial invoice no etc., then the Invoice No which is linked/uploaded in GSTN network shall be clearly indicated), item description as per Quantity, Rate, Value, applicable taxes with nomenclature (like IGST, SGST, CGST & UTGST) separately, HSN/ SAC Code, etc.
- I) A declaration to the effect that all tax liability as per GST rules and regulations shall be discharged.

### VI. MODE OF SUBMISSION:

i. The Envelope containing the technical bid shall be marked in bold as "Part A -TECHNICAL BID FOR IMPLEMENTING, the Gramin Bank Of Aryavart Group Personal Accident Insurance Scheme 2018 for individual borrowers (Cust-id wise Borrowers accounts basis) in GBA, A-2/46 Vijay Khand, Gomti Nagar, Lucknow -226010." Tender No. and date shall be written on the top of the cover.

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- ii. Price bid should be sealed in another envelop clearly marked in bold as "Part- B, Price bid For Implementing, the Gramin Bank of Aryavart Group Personal Accident Insurance Scheme 2018 for individual borrowers (Cust-id wise borrowers accounts basis) in GBA,A-2/46 Vijay Khand, Gomti Nagar, Lucknow -226010." Tender No. and date shall be written on the top of the cover.
- iii. Both the envelopes should have the Bidder's Name and Address clearly written at the Left Bottom Corner of the envelope.
- iv. Both the envelopes should be put in a larger cover/envelope, sealed and clearly marked in BOLD letters as "TECHNICAL BID AND PRICE BID FOR the Gramin of Aryavart a Group Personal Accident Insurance Scheme 2018 for individual borrowers (Cust-id wise borrowers accounts basis) in A-2/46 Vijay Khand, Gomti Nagar, Lucknow- 226010." Tender No. and the date shall be written on the top of the cover.
- v. Technical bid will be opened first. After verifying the technical bid and ascertaining the prequalification criteria the price bids of those qualified technically will only be opened.
- vi. The offer shall remain valid and open for acceptance for a period of 120 days from the date of opening of technical bid. In exceptional circumstances, prior to the expiry of the original time limit of 120 days, the bidders consent may be solicited for an extension of the period of validity. The request and the responses thereto will be made in writing.
- vii. The bid may be liable to be rejected, if the Price bid is not submitted in the prescribed format.

### VII. SIGNATURE ON EACH PAGE OF DOCUMENT:

The competent authority of the bidder must sign and put official stamp on each page of the tender documents including Technical bid and Price bid. If any page is unsigned it may lead to rejection of the bid.

### VIII. AMENDMENTS TO TENDER DOCUMENTS:

At any time after the issue of tender documents and before opening of the tender, the Tender Inviting Authority may make any changes, modifications or amendments to the tender documents and communicate/upload/advertise the corrigendum in the same manner as in the Notice Inviting Tender for the information of those who have received the tender documents from the website <a href="www.aryavart-rrb.com">www.aryavart-rrb.com</a> and such amendments will form part of the tender document.

#### IX. DEADLINE FOR SUBMISSION OF BID:

Completed Tender documents shall be received in the office of GBA Head Office), A 2/46 Vijay Khand Gomti Nagar Lucknow-226010, on or before dt. 14.00 hrs on 03.04.2018. Tender documents received later than the prescribed date and time shall not be opened and shall be returned unopened to the concerned Bidder.



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Delay due to postal or any other reason will not be condoned. PROCEDURE FOR EVALUATION OF BIDS AND AWARD OF CONTRACT:

- (i) The bids will be evaluated by Tender Scrutiny and Evaluation Committee with a panel of officials nominated by Tender Inviting Authority.
- (ii) The technical bids will be opened on 03.04.2018 at 16.30 hrs at GBA Head Office), A 2/46 Vijay Khand Gomti Nagar Lucknow-226010, One authorized representative of each Bidder will be allowed to attend.
- (iii) Once the technical bids have been evaluated, only the Technically qualified Bidders will be informed about the details of opening of Price bids and such Price bids will be opened in the presence of the authorized representatives of each qualified Insurance Company.
- (iv) The lowest bidder will be eligible for the award of Contract on overall basis.
- (v) A pre-bid meeting may be conducted on 26.03.2018 at 15.30 hrs to clarify any details, if any raised by the bidders in the scheme at the option of GBA Head Office, A 2/46 Vijay Khand, Gomti Nagar, Lucknow-226010.

# X. RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:

The Tender accepting authority of GBA A 2/46 Vijay Khand, Gomti Nagar, Lucknow-226010 reserves the right to cancel the tender process and reject all bids at any time/at any stage without assigning any reason prior to the award of contract, without thereby incurring any liability to the bidders.

GBA reserves the right to accept or reject any or all proposals without assigning any reason. No tenderer shall have any cause of action or claim against GBA for rejection of his proposal.

All tenderers are hereby cautioned that conditional offers with deviations from the tender conditions and other requirements stipulated in the tender documents are likely to be rejected.

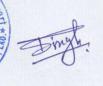
### XI. COMPLIANCE WITH THE LAW.

The INSURER at its sole risk and expense, at all times during the term thereof shall promptly comply with all legal requirements. The INSURER shall comply with all applicable Statutes, ordinances, rules and regulations of Central, State governments and IRDAI.

Submission of false or incorrect information, history of delayed settlement of claims, reports of unprofessional conduct, among other things, shall be sufficient grounds for disqualification.

# XII. NOTIFICATION OF AWARD AND SIGNING OF AGREEMENT:

The letter of Award will be issued to the successful bidder (L1) by GBA A 2/46 Vijay Khand, Gomti Nagar, Lucknow-226010. The contract / policy will come into force from the date of issue of letter of intent (LOI).



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All the documents issued by GBA as well as accepted by it upto the stage of premium payment will form part of the contract. Some of the examples are: Tender document, Techno-commercial / Price bid etc.

Insurer shall submit Insurance Policy document to GBA within 07 days from the receipt of first premium payment.

GBA will not be bound by any Power of Attorney granted by the Insurer or by changes in the composition of the firm made subsequent to the execution of the contract. GBA may, however, recognize such Power of Attorney and changes at its discretion after seeking proper legal advice.

### XIII. CLAIM SETTLEMENT:

The Insurance Company shall be liable to settle the claim within 30 days from date of submission of documents and in case of delay, the reasons have to be informed to GBA within a weeks. If reasons are not found justified, then the Insurance Company shall be liable to pay claim amount with interest as per latest IRDAI Notification.

In case, the Insurance Company provides any other benefit/s, other than those detailed hereunder within the premium quoted, details of such additional benefit/s may be furnished. (However this shall not be considered in tender evaluation but will be binding on the Insurance Company in case the policy is obtained from such Insurance Company). Interest @ 2% over bank rate will be payable in case of delay in settlement of claim.

If any claim is repudiated by the successful bidder on any grounds, the investigation report along with the reasons for the same has to be provided to GBA within 10 days of such report.

#### XIV. CLAIMS:

**GBA** shall submit the claim on behalf of legal heir/s of the individual borrowers along with the following documents only for cases of death:

- GBA covering letter claiming insurance amount on behalf of deceased.
- ii) Attested copy of Death Certificate.
- iii) Attested copy of Post Mortem Report.
- iv) FIR copy.

For cases of Permanent Total Disablement and Permanent Partial Disability:

- (i) GBA covering letter claiming insurance amount on behalf of deceased.
- (ii) Attested copy of Medical Certificates.

The insurance company shall settle the claim amount within 30 days from the date of submission of the claim and transfer the settled claim amount to GBA Branch MBB account by NEFT to enable **GBA** to disburse amount to family members of the deceased for cases of death and to the self for cases of Temporary partial/permanent disablement.



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### XV. INDEMNITY AGAINST ALL ACTIONS OF INSURER:

The Insurer shall hold and save harmless and indemnify GBA from and against all actions, suits, proceedings, loss, costs, damages, charges, claims and demands of every nature and description brought or recovered against the Company, by reason of any act or omissions of the Insurer, his agent or his employees, in the execution of the Insurance or in guarding of the same. All sums payable by way of compensation under any of these conditions, shall be considered as reasonable compensation payable to the Bank without reference to the actual loss or damage sustained, and whether or not any damage shall have been sustained.

### **XVIII. CONFIDENTIALITY:**

Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of contract shall not be disclosed to bidders or to any other persons not officially concerned with such process until the letter of Award is issued.

### XIX. CANVASSING, FRAUDULENT AND CORRUPT PRACTICES:

Bidders are hereby informed that canvassing in any form for influencing the process of letter of award would result in disqualification of the Bidder. Further, they shall observe the highest standard of ethics and will not indulge in any corrupt, fraudulent, coercive, undesirable or restrictive practices, as the case may be.

### XX. PERIOD OF AGREEMENT:

The agreement will be in force for a period of one year from the date of commencement of the Scheme, which can be renewed based on satisfactory performance. The premium rate quoted for one year policy period shall be valid for three policy years for the number of insured persons as communicated by GBA at the beginning of each policy year.

### XXI. RIGHTS OF GBA:

GBA reserves the following rights in respect of this proposal/contract without entitling the insurer to any compensation. In case, due to any of the reasons/causes mentioned below, GBA may decide to cancel policy:

If the insurance company gives wrong information in his tender, GBA reserves the right to reject such tender at any stage or to cancel the contract, if awarded.

To short close/terminate the policy after due notice in the event of claims not getting settled in time /service not being rendered to GBA's satisfaction then GBA has right to recover the losses occurred before and arising out of termination.



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To terminate the policy after due notice of seven days and recover the losses sustained in getting the balance period of risk coverage through third party insurance company.

All the works shall be carried out under the directions and to the satisfaction of GBA.

If the services of the division/branch of the insurance company selected are found to be deficient, GBA reserves the right to change the division /branch of insurance company during the Policy cover period.

GBA shall be issuing enquiry to insurance company and all dealings before and after the award of contract will be done only with insurance company directly. No broker /agent will be allowed to handle issues concerning award of contract.

GBA will not be bound by any Power of Attorney granted by the insurance company or by changes in the composition of the firm made subsequent to the execution of the contract.GBA may, however, recognize such power of Attorney and changes at its discretion under proper legal advice, the cost of which will be chargeable to the insurance company concerned.

### XXII. ARBITRATION:

All disputes arising in connection with the contract shall be settled by mutual consultation/Conciliation. If no agreement is reached the dispute shall be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the rules made there under. The dispute shall be referred for arbitration to any arbitrator to be appointed by the Head of GBA. The award of the arbitrator shall be final and binding on both the Parties. The venue of the Arbitration shall be Lucknow in India. The Award to be given by the Arbitration shall be a speaking award.

All questions, disputes, differences arising under, out of or in connection with this contract shall be to the exclusive jurisdiction of Lucknow Courts.

#### XXIII. BREACH OF CONTRACT:

If any breach is committed by the Insurer to whom the contract is awarded, in delivery of the services stipulated herein or in the due performance or observance of the provisions of the Agreement, then GBA shall be at liberty to terminate this agreement by giving the INSURER 15 days' notice in writing and in the event of the Insurer does not rectify the defect/deficiencies of Service brought it to their notice, on expiry of the aforesaid notice period, this agreement shall stand terminated.

GBA also reserves the right to seek exemplary damages and indemnification that the insurer shall be responsible to obtain any or all permission and/or clearances from any/all authorities, governmental or otherwise and GBA shall not be liable or responsible for any of the act or omissions committed on the part of the insurer.



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### XXIV. CONSEQUENCES OF CANCELLATION:

Whenever GBA exercises its authority to terminate the policy on account of breach of contract and/or shift the work to another insurance company, the balance period of risk coverage may be got completed by any other means at the insurance company's risk and cost provided, that in the event of the cost of completion (as certified by the GBA which shall be final and binding on the insurance company) being less than the premium paid, the advantage shall accrue to GBA. If the cost of completion exceeds the money due to the insurance company under the contract, the insurance company shall pay the excess amount demanded by GBA. In case the payment of premium refund is not received in time, asked for, GBA reserves the right to recover the same from any of the policies in force. This will be without prejudice to the rights of GBA under the contract for any other action(s) including termination of the policy or policies.

All the applicable Indian laws, Rules and Regulations and CVC guidelines will be applicable to this tender.

**XXV.** Guidelines issued by IRDAI from time to time with regard to Insurer's responsibility and liability towards insured shall be automatically applicable to this insurance contract to the extent they improve upon the stipulation of this tender from GBA's point of view.

Annexure-I (table of losses & sum payab						
Sl.no	Permanent Total Disability	%	of	sum		
			insured			
1	Accidental Death	B EE	100%			
2	Total and irrecoverable loss of both eyes or loss of use of both hands/feet or loss of sight of one eye and loss of use of hand or foot		100%			
3	Total and irrecoverable loss of one eye or loss of use of one han or foot	d	50%			



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Annexure II

#### **DECLARATION SHEET**

I/We hereby certify that all the information and data furnished by me with regard to this Tender Specification No. HO/ANS/PVS/671/2017 date: 13-03.2018 are true and complete to the best of my knowledge. I have gone through the specifications, conditions and stipulations in detail and agree to comply with the requirements and intent of specification

I, further certify that I am duly authorized representative of the under mentioned tenderer.

Authorized representative's signature with Seal of Bidder

Head Office Lucknow Marketing Cell

(Phool Singh) Senior Manager Marketing cell