



ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

GUJARAT GRAMIN BANK
(A Government of India Undertaking)
Head Office, 3rd & 4th Floor, Suraj Plaza-1, Sayajigunj,
Vadodara – 390 020, Gujarat, India

REQUEST FOR PROPOSAL (RFP): Group Personal Accident (GPA) Insurance Policy for In-Service Employees of Gujarat Gramin Bank (Tender to be floated on GeM).

1. INTRODUCTION

Gujarat Gramin Bank (hereinafter referred to as “the Bank”) invites proposals from IRDA-licensed General Insurance Companies operating in India for providing a Group Personal Accident (GPA) Insurance Policy to all in-service employees of the Bank. The tender will follow a two-bid system (Technical Bid + Financial Bid) through the GeM e-Procurement portal only.

2. BACKGROUND & OBJECTIVE

Following amalgamation of e-BGGB and e-SGB into Gujarat Gramin Bank, the Board has approved harmonization of benefits including GPA coverage. The Bank intends to procure GPA Insurance for one year for all employees with the following coverage:

- Sum Insured: ₹20,00,000/- per employee
- Period: 01.03.2026 to 28.02.2027

3. STAFF COVERAGE POPULATION

The policy must cover the following number of employees:

Category	No. of Employees
Officers	1686
Office Assistants	912
Office Attendants	256
Total Employees Covered	2854

4. SCOPE OF COVERAGE

The GPA Policy must provide at minimum:

- Accidental Death – 100% of Sum Insured
- Permanent Total Disability – 100% of Sum Insured
- Permanent Partial Disability – As per IRDA Disability Schedule
- Temporary Total Disability – ₹10,000/- per week OR actual weekly salary, whichever is less

5. BID SUBMISSION INSTRUCTIONS

Bids shall be submitted ONLINE ONLY on www.gem.gov.in





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

- No physical / email bids will be accepted.
- Insurance Companies must be registered on GeM before participation.

6. SCHEDULE OF EVENTS

- Publication of RFP on GeM & Bank website: 29.01.2026
- Last date of submission of bids: 20.02.2026
- Policy Period: 01.03.2026 – 28.02.2027

7. EVALUATION PROCESS

- Only technically qualified bidders will be financially evaluated. Bidders will be technically disqualified if there is inclusion of financial details in the technical bid. Bid must cover all the Terms and Conditions of RFP and GPA Insurance Policy of e-BGGB (copy of previous policy is also enclosed).
- Contract shall be awarded to the lowest commercial quote (L1).

9. CONFIDENTIALITY

All bid documents shall be treated confidentially and will not be returned. Employee Data Template will be shared to the selected Insurer upon selection.

10. BANK RIGHTS

The Bank reserves the right to accept / reject / modify / cancel the tender without assigning reasons.

11. CONTACT INFORMATION

For correspondence and queries related to the RFP:

Shri Jayant Vyas

Senior Manager – HRM

Gujarat Gramin Bank – Head Office

Email: hrm.ho@barodagujaratrb.co.in





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

ANNEXURES

(To be printed on Letterhead of the Insurance Company)

ANNEXURE – I : TECHNICAL BID FORMAT

RFP – GROUP PERSONAL ACCIDENT (GPA) INSURANCE POLICY FOR IN-SERVICE EMPLOYEES OF GUJARAT GRAMIN BANK

1. Name of the Insurance Company:
2. Registered Office Address:
3. Website / Corporate Email:
4. IRDA Registration No. and Date:
5. Solvency Ratio (as per latest IRDA requirement) – copy to be enclosed:
6. PAN & GST Registration Nos. – copies to be enclosed:
7. Contact Person for GPA Policy:
Name:
Designation:
Mobile:
Email:
8. Experience in Group Accident Insurance (last 5 financial years):
No. of PSU / Banks / Govt organizations serviced:
Major Clients (attach list separately):
No. of active GPA policies handled currently:
9. Claim Settlement Data (GPA Policies):

FY	No. of Claims Received	No. of Claims Settled	Settlement %	Average TAT (days)
FY 2022–23				
FY 2023–24				
FY 2024–25				
10. Confirmation of Mandatory Coverage (tick ✓)
 - Accidental Death – 100% SI
 - Permanent Total Disability – 100% SI
 - Permanent Partial Disability – IRDA %
 - Temporary Total Disability – ₹10,000/week or actual salary whichever is lower
 - National coverage & cashless claim support
 - Claim Settlement TAT ≤ 15 days
11. Confirmation of compliance:
 - a) No deviation from coverage terms: Yes No
 - b) Bid validity of 90 days from date of opening: Yes No
 - c) Agreement to fully serve all 2854 Bank employees: Yes No





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

12. Declaration:

We hereby confirm that the information submitted above is true and that we agree to abide by all terms, conditions and clauses of the RFP without deviation. Moreover, we also confirm that we have covered all the Terms & Conditions of GPA Insurance policy of e-BGGB in our BID.

Authorized Signatory:

Name:

Designation:

Seal of Insurance Company:

Date:

Place:





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

(To be submitted on GeM Platform ONLY)

ANNEXURE – II : FINANCIAL BID FORMAT

RFP – GROUP PERSONAL ACCIDENT (GPA) INSURANCE POLICY

Sum Insured: ₹20,00,000 per employee

Total Employees: 2854

A. PREMIUM QUOTATION

1. Premium per employee (exclusive of taxes): ₹ _____/ employee
2. Total Premium (exclusive of taxes) = 2854 × Premium per employee = ₹ _____
3. GST (%) = _____
4. GST Amount (₹) = _____
5. TOTAL PREMIUM (inclusive of all taxes) = ₹ _____

B. CONFIRMATIONS

- Premium rate will remain firm for full policy year (01.03.2026 to 28.02.2027): Yes No
- No loading / mid-term revision / age-wise pricing shall apply: Yes No
- No health declaration / medical underwriting required: Yes No

C. VALIDITY

Bid validity (minimum 90 days from bid opening): Accepted

Authorized Signatory

Name:

Designation:

Seal:

Date:





ANNEXURE – III : COVERAGE MATRIX & CLAIM GUIDELINES

A. COVERAGE MATRIX

Benefit Type	Coverage
Accidental Death	100% of Sum Insured
Permanent Total Disability	100% of Sum Insured
Permanent Partial Disability	As per IRDA Disability % Schedule
Temporary Total Disability	₹10,000/week OR actual weekly salary (lower)
Claims Support	Dedicated Helpdesk / Toll-free / Email
Claim Settlement Window	Within 15 working days after document receipt

B. Other Inclusions:

Coverage must also include Accidental Incidence in below cases also:

- Death during commuting / travel
- Death during official bank duty
- Death due to natural calamity or terrorism

C. BENEFIT TABLE:

A	Accidental Death only – 100%
B	(A)+ Loss of Two Limbs, Two eyes or one limb and one eye-100%, Loss of One Limb or One Eye-50%, Permanent Total Disablement (PTD) from injuries other than those named above- 100%
C	(A)+(B)+ Permanent Partial Disablement (PPD)
D2	(A)+ (B) + (C) + Temporary Total Disablement (TTD) 2% of S.I. Or Rs 10,000/- per week or actual week salary whichever is less.

- The policy is issued on named basis

D. MANDATORY DOCUMENTS FOR CLAIMS

- Duly filled claim form
- Hospital/Disability Certificate (if applicable)
- FIR / PM Report (if applicable)
- Government Photo ID of employee
- Bank Employee ID
- Bank account details for settlement

E. CONDITIONS/ ENDORSEMENTS:

1. Subject to Medical Benefits Endorsement
2. The policy is issued on named basis.
3. D2= (A) + (B) + (C) + Temporary Total Disablement (TTD) 2% of S.I. Or Rs.10,000/=per week or actual weekly salary whichever is less
4. Age Band 18-65 years
5. Medical Expenses 75% of death/disability claim amount or 25% of S.I or actual whichever is less triggered only when claim is admissible under benefit table A,B,C or D2
6. Modification of residential accommodation and vehicle is covered upto RS 50,000/- or actual whichever is lower





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

7. Ambulance charges up to INR 5,000/- or actual whichever is less
8. Transportation allowance (Compassionate visit) covered upto RS 25,000/- or actual whichever is lower.
9. Carriage of Dead Body 2% of SI subject to max to Rs 5,000/
10. Children Education fund for dependent children in case of Death or Permanent total disability of Employee will be covered upto 10,000/- per child (Restricted to 2 children max 25 Years of age)
11. Accidental Broken Bones are covered upto RS 25,000/- or actual whichever is lower as per policy terms.
12. Employees of GUJARAT GRAMIN BANK are covered under this policy.
13. SI Basis is Flat Rs 20 Lacs
14. Animal bite/Snake Bite/Insect bite is covered except mosquito bite.
15. B = (A) + Loss of Two Limbs, Two eyes or one limb and one eye -100%, Loss of One Limb or One Eye - 50%, Permanent Total Disablement (PTD) from injuries other than those named above -100%
16. Risk Category I & II are covered.
17. Premium to be charged on prorata scale for addition/ deletion endorsement
18. Any endorsements will be from the date of addition and not from the inception of the policy
19. Premium shall not be refunded for deletion if any claim is paid during the policy.
20. Terrorism is covered, however, terrorism activity arising out of Nuclear, Biological and/or Chemical means is excluded from the scope of this policy
21. C = (A) + (B) + Permanent Partial Disablement (PPD)
22. A - Accidental Death only - 100%

F. SPECIAL CONDITIONS:

1. Below mentioned activity shall be outside the scope of the policy:
 - Professional sports team in respect of specific benefit for inability to perform
 - Participation in any kind of motor speed contest.
 - While engaged in aviation, or whilst mounting or dismounting from or traveling in any aircraft. (Not applicable for fare Paying Passengers)
 - Underground mining & contractor specializing in tunneling
 - Naval, military or air force personnel
 - Radioactivity, Nuclear risks, ionizing radiation
 - Drivers are excluded from the policy
 - Perils of the sea are excluded from the scope of the policy.

Exclusions:

- Suicide, attempt to Suicide or intentionally self- inflicted injury, sexually transmitted conditions, mental disorder, anxiety, stress or depression.
- Being under influence of drugs, alcohol, or other intoxication or hallucinogens
- Participation in actual or attempted felony, riot, civil commotion, crime misdemeanor
- Committing any breach of law of land with criminal intent.
- Death or disablement resulting from Pregnancy or childbirth
- Risk Category III people are out of the scope of the policy:
- Persons working in mines, explosives, Electrical installations on high tension lines, Racing, Circus People, skiing, mountaineering, big game hunting, ballooning, hang gliding, river rafting, winter sports, skiing, ice hockey, polo & such other persons engaged in occupation of similar hazard are not covered under GPA

G. CLAUSES:

1. The Cover is subject to inclusion of loss/ damage/ liability due to terrorism activity





ગુજરાત ગ્રામીણ બેંક GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

H. WARRANTIES:

1. The claim should be intimated with in the three months of the occurrence of the event, failing to which company shall not be liable to pay the claim.

I. CLAIM PROCESS WORKFLOW

1. Intimation by Bank / Family
2. Claim form & documents submitted to Insurer
3. Query (if any) to be raised within 5 working days
4. Decision & settlement within 15 working days
5. Settlement intimation to HRM & claimant

J. PENALTY FOR DELAY

If claim settlement exceeds 15 working days without valid justification, insurer shall pay an interest penalty at RBI Bank Rate until the date of settlement.





TENDER SUMMARY – GROUP PERSONAL ACCIDENT (GPA) INSURANCE POLICY FOR IN-SERVICE EMPLOYEES OF GUJARAT GRAMIN BANK

1. Name of Buyer / Organisation:
GUJARAT GRAMIN BANK

2. Department / Procuring Unit:
Human Resource Management Department (HRM)
Head Office, 3rd & 4th Floor, Suraj Plaza-1, Sayajigunj,
Vadodara – 390 020, Gujarat, India

3. Tender Description:
Selection of IRDA-licensed General Insurance Company to provide Group Personal Accident (GPA) Insurance Coverage for all in-service employees of Gujarat Gramin Bank.

4. Scope of Service:
Provision of GPA insurance policy with the following mandatory benefits:
• Accidental Death – 100% of Sum Insured
• Permanent Total Disability – 100% of Sum Insured
• Permanent Partial Disability – As per IRDA Disability Schedule
• Temporary Total Disability – ₹10,000 per week or actual weekly salary, whichever is lower

5. Sum Insured:
₹20,00,000 (Rupees Twenty Lakh only) per employee

6. Total Employees to be Covered:
2854 employees (Officers – 1686, Office Assistants – 912, Office Attendants – 256)

7. Contract / Policy Period:
01 March 2026 to 28 February 2027 (1 year)

8. Bidding Method:
Two-Bid System – Technical Bid & Financial Bid

9. Mode of Submission:
Online only through the Government e-Marketplace (GeM) portal
<https://gem.gov.in>

10. Bidders' Eligibility Criteria:

- 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 to IRDA licensed General Insurance Company.
- Bidder must be registered /Issued License by Insurance Regulatory and Development Authority of India (IRDAI) to operate in the Indian insurance market.
- The Bidder should have been in existence in India for a period of more than 3 years as on date of publication of the tender and their license should not have been suspended or cancelled during this period.

The Bidder should have a minimum Settlement Ratio of Accidental Insurance Claims of at least 75%





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

	3. >100,000, <=150,000	8		
	4. >150,000	10		
5.	Net worth (INR. In Crores) for FY: 2024-25		10	
	1. <= Rs.500 Crores	0		
	2. >500 Crores, <=1000 Crores	4		
	3. >1000 Crores, <=2000 Crores	8		
	4. >2000 Crores	10		
6.	Claim Settlement Ratio for FY: 2024-25(Total claims settled during the year/ Total Claims received during the year)		10	
	1. <=75%	4		
	2. >75%, <=80%	6		
	3. >80%, <=90%	8		
	4. >90%	10		
7.	Aging of Claims for FY: 2024-25 (% of Claims settled within Three Months as of 31.03.2025)		10	
	1. <=75%	4		
	2. >75%, <=85%	6		
	3. >85%, <=95%	8		
	4. >95%	10		
8.	Grievance Ratio (Number of Grievances per 10,000 policies) for FY: 2024-25		10	
	1. =>3 per 10,000	4		
	2. =>2 per 10,000 <3	6		
	3. =>1.5 per 10,000, <2	8		
	4. <1.5 per 10,000	10		
9.	Grievance Redressal Ratio (Percentage of Grievances Accepted) for FY: 2024-25		10	
	1. <=30%	4		
	2. >30%, <=45%	6		
	3. >45%, <=60%	8		
	4. >60%	10		
10.	Number of Hospitals in PAN India where Tie-up has been made by the company as of 31.03.2025, out of which minimum 100 hospitals should be in Gujarat		10	
	1. =3000	4		





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

	2. >3000, <=4000	6		
	3. >4000, <=5000	8		
	4. >5000	10		
11.	Number of Employee Benefits Policies of Regional Rural Banks/ PSBs/ SCBs being serviced by the Insurance Company		10	
	1. 1 to 2	4		
	2. >2, <=5	6		
	3. >5, <=10	8		
	4. > 10	10		
Grand Total			100	

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

(Any change will be via addendum on GeM **at least 7 days before** bid closing; changes shall uniformly to all)

In event of a tie between two or more bidders in the during financial evaluation, determination of L1 bidder will be based "Run L1 selection" feature on GeM portal wherein the system would randomly identify a L1 bidder. It works on pseudorandom number generator algorithms which is a system generator based on linear congruential algorithm.

11. Date Schedule:

- RFP Publishing Date: 29 January 2026
- Last Date for Bid Submission: 20 February 2026
- Opening of Technical Bids: As per GeM System
- Opening of Financial Bids: For Technical-qualified bidders only

12. Evaluation Criteria:

L1 (Lowest Commercial Quote) among technically qualified bidders

13. Contact / Nodal Officer for Tender:

Shri Jayant Vyas
Senior Manager – HRM
Gujarat Gramin Bank – Head Office
Email: hrm.ho@barodagujaratrb.co.in

14. Jurisdiction:

Courts at Vadodara, Gujarat State, India shall have exclusive jurisdiction.





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 date	
2	Net worth of Insurer	
3	Group Personal Accidental Premium underwritten within India (INR in Crores)	
4	Number of lives being covered under Group Personal Accidental Insurance Scheme	
5	Claim Settlement Ratio	
6	Aging of Claims (% of Claims Settled within 3 months)	
7	All Public disclosure forms pertinent to claims – NL 37 and NL 39	
8	All Public disclosure forms pertinent to grievance for NL 45	
9	Number of PAN India Hospitals where cashless Tie-up has been made by the company	
10	Number of Group Personal Accidental Insurance Policy of Regional Rural Bank/ PSBs/ SCBs 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 Group Personal Accidental 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.

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





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure B

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

We, _____, a licensed General Insurance 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 LI Bidder for In-service Employee policy.

Signature of Authorized Signatory with Company Seal





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure C

Service Level Agreement

This Service Level Agreement ("Agreement") is made and executed on _____ day of _____ 2026 at Vadodara, Gujarat, India.

BY AND BETWEEN

_____, a licensed General Insurance Company and Regulated by the Insurance Regulatory and Development Authority (IRDA) under License Code No. _____ and having its registered office at _____.

Gujarat Gramin Bank, a Regional Rural Bank, was constituted on 1st May, 2025 after amalgamation of two Regional Rural Banks (RRBs) namely Baroda Gujarat Gramin Bank and Saurashtra Gramin Bank under subsection (1) of section 23 A of the Regional Rural Bank Act, 1976 (21 of 1976) vide Govt. of India Notification dated 05.04.2025 and having its Head office at Vadodara.

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 **Gujarat Gramin Bank** for the purpose of providing Group Personal Accidental Insurance Scheme to In-service employees.

Tenure of Agreement

The Agreement will be for 1 year starting from the tentative Policy Inception date 01/03/2026 till 28/02/2027 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: Gujarat Gramin Bank is responsible for notifying claims or potential circumstances that may give





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

rise to a claim in accordance with Gujarat Gramin Bank's GPA Policy. To ensure full protection under Gujarat Gramin Bank's GPA policy, Gujarat Gramin 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 Claim documents will be done from designated Regional Offices of Gujarat Gramin Bank by Insurer.

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

Service	Maximum Turn Around Time
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	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 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 Gujarat Gramin Bank

Signature.....

Name.....

Second Party

For and on behalf of _____ Insurance Co. Ltd.

Signature.....

Name.....

Witness

Signature.....

Name

Designation.....

Witness

Signature.....

Name

Designation.....





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-D

Undertaking from Insurance Company

This has reference to the RFP published in the website of Gujarat Gramin Bank on _____

In response to the RFP, we have submitted our technical & financial bid at the GeM e-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, Gujarat Gramin 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 the units of Inservice employee Policy.

For and on behalf of _____

(Authorized Signatory with company seal/ Stamp)





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-E

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 31.03.2025	
5	Total No. of Employees in India as on 31.03.2025	

Signature of Authorized Person with Company Seal





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

Annexure-F

Grievance Ratio & Redressal

Please provide a data pertaining to grievance redressal in the format given below for last FY' (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)
2024-2025					

Signature of Authorized Person with Company Seal





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-1

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

DECLARATION CERTIFICATE

- 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/ 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.

Signature of the Authorized Signatory with Seal





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-J

1. Details of Overall Group Personal Accidental Benefit policies issued in F.Y. 2024-25 covering a minimum of 25,000 lives
2. GPA Premium underwritten within India (INR. In Crores) As on 31.03.2025

Name of the Insurance Company:

.....

GPA Policy

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

GPAPremium underwritten within India (INR. In Crores)

GPA Premium Figures	As on 31.03.2025
No. of GPA Policies Sold	
Premium from GPA Policies (INR Crore)	

Signature of the Authorized Signatory with Seal

Date _____

Place: _____





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GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-K

Declaration that the bidder should have a minimum Claim Settlement Ratio of 75% for last FY & Ageing of Claims (% of Claims settled within Three Months) for Financial Year 2024-25 as on 31.03.2025.

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

FY	Claim Settlement Ratio	Percentage
2024-2025		
2023-2024		
2022-2023		

& Ageing of Claims (% of Claims settled within Three Months) for Financial Year 2024-2025 as on 31.03.2025. _____

Authorized Signatory Date: _____ Place: _____





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GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure –L
Integrity Pact
PRE CONTRACT INTEGRITY PACT
(TO BE STAMPED AS AN AGREEMENT)

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of _____ month, 20____, between, on one hand,

GUJARAT GRAMIN BANK, is a Regional Rural Bank established under RRB Act, 1976 with a network of over 744 branches in Gujarat State having Head Office at 3rd & 4th Floor, Suraj Plaza – I, Sayajigunj, Vadodara 390005 hereinafter referred to as "GGB" i.e. Buyer; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors in office and assigns of the **First Part**; and.....hereinafter referred to as "The Bidder /Bidder" which is an IRDA licensed General Insurance Company and having its registered office at.....Represented by Shri which expression shall mean and include, unless the context otherwise requires, include the successors in the office and assigns of the **Second Part**.

Preamble

GGB is the Regional Rural Bank of Gujarat State with Head Office at Vadodara and having its presence through its 744 number of branches and 13 Regional Offices throughout Gujarat. GGB is committed to fair and transparent procedure in appointing of its outsource service providers.

The GGB intends to appoint/ select, under laid down organizational procedures, contract/ s for Selection of IRDA licensed General Insurance Company for providing Group Personal Accidental Policy for in-service employees (staff members). The GGB values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s) and / or Bidder(s).

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

Section 1 - Commitments of GGB

1. The GGB commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the GGB, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to.
 - b. The GGB will, during the tender process treat all Bidder(s) with equity and reason. The GGB will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential /additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The GGB will make endeavour to exclude from the selection process all known prejudiced persons.
2. If the GGB obtains information on the conduct of any of its employees which is a criminal offence under the BNS/PC Act, or if the substantive suspicion in this regard, the GGB will inform the Chief Vigilance Officer and in addition **and can initiate disciplinary action..**

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

- a. The Bidder(s) / Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

The Bidder(s) / Bidder(s) will not, directly or through any other person or firm, offer, promise or give to





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

any of the GGB's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

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

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

e. The Bidder(s) / Bidders(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly the Bidder(s) /Bidders(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s) / Bidder(s).

f. The Bidder(s) / Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

g. A party may first place representations before the IEM(s). The IEM's opinion shall be recommendatory and shall not prejudice either party's statutory or legal remedies.

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

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

If the Bidder, before contract award has committed a transgression through a violation of Section 2 or in any other form such as to put his reliability or credibility as Bidder into question then GGB is entitled to disqualify the Bidder from the tender process or to terminate the contract, if already signed, for such reason.

Section 4 - Compensation for Damages

(1) If the GGB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the GGB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the GGB has terminated the contract according to Section 3, or if the GGB is entitled to terminate the contract according to the Section then GGB shall be entitled to demand and recover from the Bidder liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

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

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

Section 6 - Equal treatment of all Bidders I Bidders I SubBidders

(1) In case of Sub-contracting, the Principal Bidder shall take the responsibility of the adoption of Integrity Pact by the Sub-Bidder.

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

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

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





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

If the GGB obtains knowledge of conduct of a Bidder, Bidder or SubBidder, or of an employee or a representative or an associate of a Bidder, Bidder or SubBidder which constitutes corruption, or if the GGB has substantive suspicion in this regard, the GGB will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

(1) The GGB is in process of appointing Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders/Bidders as confidential.

(3) The Bidder(s) / Bidder(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the GGB including that provided by the Bidder. The Bidder will also grant the Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-Bidders.

(4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Bidder(s) / Sub-Bidder(s) with confidentiality. The Monitor has also signed 'Non-Disclosure of Confidential Information'. In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform GGB and recuse himself / herself from that case.

(5) The GGB will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the GGB and the Bidder. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the GGB and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the GGB officials within 15 days from the date of reference or intimation to him by the GGB and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the GGB, a substantiated suspicion of an offence under relevant BNS/ PC Act, and the GGB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

Section 9 Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination

The Bank/its agencies may examine relevant records including books of account subject to applicable law and legal privilege. The Bidder shall extend reasonable assistance and provide records in English

Section 10 - Pact Duration

This Pact comes into force on signature by both parties. For the selected Bidder, it remains in force until 12 months after contract completion/closure (including final payment). For other bidders, it remains in force for 6 months after award. Any claim/lodged allegation within the validity shall survive until resolved."

Section 11 - Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Head Office of the GGB, i.e. Vadodara.

(2) Changes and supplements as well as termination notices need to be made in writing.





ગુજરાત ગ્રામીણ બેંક

GUJARAT GRAMIN BANK

Scheduled Bank Owned by Government

- (3) If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) In case of a Bidder is joint venture, all the partners of the joint venture should sign the Integrity Pact. In case of sub-contracting, the principal contractor shall be solely responsible for the adherence to the provisions of IP by the sub-contractor(s).
- (5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to the original intentions.
- (6) Issues like scope of work, Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (7) In case of a conflict **on integrity, anti-corruption or ethics matters**, the provisions of this Pact shall prevail. On other matters, the RFP/Contract shall prevail.

(For & On behalf of the GGB)

(For & On behalf of Bidder/ Bidder)

(Office Seal)

(Office Seal)

Place-----

Date-----

Witness1:

(Name&Address)

Witness2:

(Name&Address)





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GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-M

DECLARATION FOR NON TEMPERING OF TENDER DOCUMENT
I / We /Proprietor/ Partner(s)/ Director(s)/authorised signatory(ies) of
....., hereby declare
that I/We have not tampered the tender document of renewal of Group Personal
Accidental Policy for Gujarat Gramin Bank's In-Service Employees & their
family issued on date, which is downloaded from GeM
Portal/ bank website www.gujaratgb.in

For and on behalf of

(Authorized Signatory with company seal/ Stamp)





ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Annexure-N

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU
OF EMD**

(on Company Letterhead)

**Format of Bid Security Declaration from bidders in lieu of Earnest Money Deposit / Bid Security
(On Bidders' Letter Head)**

I /We, the authorized signatory of M/s _____, participating in the subject
Tender No: _____, for the job of _____, do hereby declare that in the
event:

I / We withdraw / modify our bid during the period of bid validity

OR

I/We commit any other breach of tender conditions/ contract which would have otherwise
attracted forfeiture of EMD

OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of
the Contract

then I / We could be suspended from being eligible for bidding / award of all future tender(s)
for a period as applicable per the Incident Management Policy of GeM.

Signature and seal of authorized signatory of
bidder

Name of authorized signatory:

