



ગુજરાત ગ્રામીણ બેંક
GUJARAT GRAMIN BANK
Scheduled Bank Owned by Government

Gujarat Gramin Bank

Head Office: 3rd & 4th Floor, Suraj Plaza-I, Sayajiganj, Vadodara: 390 005.

REQUEST FOR PROPOSAL

E-TENDER

FOR RENEWAL OF GROUP MEDICLAIM POLICY FOR GUJARAT GRAMIN BANK'S IN-SERVICE EMPLOYEES

Policy Period from 01.11.2026 to 31.10.2027

Appointment of IRDA licensed General Insurance Company/Standalone Health Insurance Company for providing Group Mediclaim Policy for in-service employees and their dependents.



SCHEDULE OF TENDER (SOT)

Tenders are invited by Gujarat Gramin Bank for the Group Mediciclaim Policy for In-service employees of the Bank. The Tender will be conducted through a two-stage bidding process (comprising of Technical and Financial Bids) from IRDA licensed General Insurance Company/Standalone Health Insurance Company operating in India for the Group Mediciclaim Policy for Bank's In-service employees and their dependents.

The "Request for Proposal" (RFP) for the project is available on Bank's website under tender section which will direct to: -<https://gem.gov.in/>

Participating insurance companies are required to register themselves online with www.gem.gov.in . Bids made strictly as per provisions of the RFP document should be submitted online through e-tendering portal GeM Link: <https://gem.gov.in/>

Disclaimer

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

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

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

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

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

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

GeM has been established as the national procurement portal. (GeM) platform is an online, end to end solution for procurement of commonly used goods and services for all Central Government and State Government Ministries, Departments, Public Sector Units (PSUs) and affiliated bodies., who also make every possible effort to update their portal and run their site 24 X 7, however Gujarat Gramin Bank takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event Gujarat Gramin Bank will not be liable or responsible for any damage or expenses arising for any difficult, or error, imperfection or inaccuracy with this website, it includes all associated services, or due to such unavailability of the website or any part thereof any content or any associates services.

The issue of this RFP does not imply that Gujarat Gramin Bank is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the insurance policy and Gujarat Gramin Bank reserves the right to reject



all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

- 1) The "Request for Proposal" (RFP) for the project is available on Bank's website www.ggb.bank.in and on GeM Portal <https://gem.gov.in/>

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

S. No.	Event Description	Particulars
1	Mode of Tender	E-Tender through GeM portal
2	Date of Publishing of Tender Notice	3 rd September 2026 on Gujarat Gramin Bank website www.ggb.bank.in on GeM Portal https://gem.gov.in/
3	Start Date of RFP document download from bank's website	3 rd September, 2026
4	RFP related Communication E-Mail IDs	hrm.ho@ggb.bank.in
5	Last date for receiving queries	16 th September 2026
6	Pre-bid meeting at Head Office, 4 th Floor, Suraj Plaza-I, Sayajiganj, Vadodara.	19 th September 2026
7	Response to pre-Bid Queries	22 nd September-2026
8	Last date & time for submission of Bid /Bid Due Date	24 th September-2026
9	Opening of Technical Bids	25 th Septemeber-2026
10	Opening of Financial Bids	After evaluation of technical bid.
11	Bank's Website	www.ggb.bank.in
12	Policy Inception	01 st November-2026

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



IMPORTANT INSTRUCTIONS FOR E-PROCUREMENT

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

1	Process of E-Tender: <i>Registration: The process involves vendor's registration with GeM portal. Only after registration, the vendor can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet on GeM.</i> <i>SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE at https://gem.gov.in/</i> 1) Vendors/Participating insurance companies are required to register themselves online with: https://mkp.gem.gov.in/registration/signup#!/buyer 2) Vendors/ Participating insurance companies will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. <i>In case of any clarification, please contact GeM (before the expiry of scheduled time of the e-tender).</i>
2	The Bid have to be submitted online at GeM Portal. Tenders will be opened electronically on specified date and time as given in the Tender. NO TENDERS/ BIDS THROUGH ANY OTHER MEDIUM WILL BE ACCEPTED BY THE BANK
3	All entries in the tender should be entered in online Technical & Financial Formats without any ambiguity
4	Information about tenders /corrigendum will be uploaded on GeM only
5	E-tender cannot be accessed after the due date and time mentioned in NIT.
6	Bidding in e-tender: • The process involves Electronic Bidding for submission of Technical and Financial Bid. • During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. • The e-tender floor shall remain open from the pre-announced date and time for as much duration as mentioned above. • All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply • Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof. • No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
7	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
8	No deviation to the technical and financial terms & conditions are allowed.
9	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.



TABLE OF CONTENTS

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



Point No.	PARTICULARS	Page No.
38	SUBMISSION OF THE PROPOSAL	16
39	SELECTION OF TPA	16
40	PRE-BID MEETING	16
41	DECLARATION CERTIFICATE	17
	SECTION – III	
	SALIENT FEATURES OF PROPOSED GROUP MEDICLAIM POLICY FOR IN-SERVICE EMPLOYEES	18-26
	INDICATIVE DAY CARE LIST	26
	POLICY EXCLUSIONS	26
	SECTION – IV	27-51
	PROPOSAL REQUIREMENTS	
	GENERAL INFORMATION	
	EVALUATION CRITERIA FOR TECHNICAL BIDS	
	BID SUBMISSION	
	PLAN DESIGN AND RELATED DOCUMENTS	
	DEMOGRAPHY	
	RFP TERMS AND CONDITIONS	
	DOCUMENT ANNEXURES	
	ANNEXURE A-SUPPORTING FORMS TO BE SIGNED BY AUTHORIZED SIGNATORY	
	ANNEXURE B-UNDERTAKING FOR TERMS OF ENGAGEMENT	
	ANNEXURE C-SERVICE LEVEL AGREEMENT	
	ANNEXURE D-REPORT FORMATS	
	ANNEXURE E-FINANCIAL BID FORMAT	
	ANNEXURE F-UNDERTAKING FROM INSURANCE COMPANY	
	ANNEXURE G-COMPANY INFORMATION SHEET	
	ANNEXURE H-GRIEVANCE RATIO & REDRESSAL	
	ANNEXURE I- BANK EXPERIENCE	
	ANNEXURE J-HOSPITAL NETWORK	
	ANNEXURE K-CERTIFICATE FROM INSURANCE COMPANY (FOR NOT BEING BLACKLISTED)	
	ANNEXURE L-DETAILS OF GROUP MEDICLAIM POLICIES	
	ANNEXURE M- DECLARATION OF MINIMUM CLAIM SETTLEMENT RATIO	
	ANNEXURE N- PRE INTEGRITY CONTRACT PACT	
	ANNEXURE O- DECLARATION FOR NON-TEMPERING OF TENDER DOCUMENT	
	ANNEXURE P- FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD	



SECTION - I

INTRODUCTION & INSTRUCTIONS FOR RFP

This is a procurement event of Gujarat Gramin Bank, Vadodara. You are requested to read and understand the RFP and subsequent Corrigendum, if any, before submitting technical bid.

1a. INTRODUCTION

Gujarat Gramin Bank, a Regional Rural Bank sponsored by Bank of Baroda and is operating in all districts of Gujarat state with a network of -744- Branches & -13-Regional Offices.

Request for Proposal (RFP) is invited from General Insurance and Standalone Health Insurance Companies (Licensed and Registered with IRDA) dealing with Health Insurance for renewal of Mediclaim scheme for In-service employees and their dependents.

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

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

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

Bid submission, queries and all other terms and conditions are detailed in the following sections of this document. All communication regarding this proposal shall only be entertained through GeM Portal.

- i. (a) At any time prior to the deadline for submission of technical bid, Gujarat Gramin Bank may for any reason modify the RFP. Please note that there is no provision to take out list of parties downloading the RFP/tender document from the website mentioned. As such bidders are requested to see the website once again before the due date of opening to ensure that they have not missed any corrigendum uploaded against the said RFP after downloading the RFP document. The responsibility of downloading the related corrigenda, if any, will be of the bidder only.
- (b) No separate intimation in respect of corrigendum to this RFP (if any) will be sent to tenderer(s), the same will be made available in: - <https://gem.gov.in/>. Gujarat Gramin Bank reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons. No correspondence shall be entertained in this regard.

1b. Selection Process:

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

RFP, Queries from insurers and pre bid meeting

Participants who have any queries on the RFP can send it to hrm.ho@ggb.bank.in on or before 16th September 2026.

In case of any changes in the RFP, the same will be made available in: - <https://gem.gov.in/>

All Bidders are advised to check the GeM portal website before submitting their final technical bids.



i. Technical Bid

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

The Technical bids will be evaluated by the Procurement Committee of GGB consisting of representatives of GGB. Financial bids of only the technically acceptable offers shall be considered.

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

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

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

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

ii. Financial Bid

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

There would be separate price bids to be quoted for financial bidding process for both the cadres of the In-Service group Mediclaim policies

- a. Clerical/ Award Staff
- b. Officers

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

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

Indicative number of families to be covered is given for inclusion in policy. This number of families would also be used by Gujarat Gramin Bank to evaluate the lowest cost.

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

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

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

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

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



Financial Bid.

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

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

Your response should be organized into following sections:

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

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

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

2. CORRUPT AND FRAUDULENT PRACTICES:

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

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

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



As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy. Further, all bidders to submit an "Integrity Pact" as per Annexure N on non-judicial stamp paper Rs 300/-.

3. ELIGIBILITY:

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

4. QUALIFICATION TO THE BID:

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

5. GENERAL CONSIDERATIONS:

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

6. DEFINITIONS

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

- i. "Bank" means Gujarat Gramin Bank
- ii. "Bidder" means an Insurance company (General Insurance Company/Standalone Insurance Company) licensed by IRDA
- iii. "RFP" means Request for Proposal by Gujarat Gramin Bank for Group Health Insurance for existing Employees and their family members.
- iv. "Insured" means Gujarat Gramin Bank.
- v. "Insurer" means IRDA approved General Insurance Company/Standalone Health Insurance Company.
- vi. "TPA" means Third Party Administrator.
- vii. "Approved" mean approved by Gujarat Gramin Bank.
- viii. "Applicable Laws" means all laws, promulgated or brought into force and effect by GOI including regulations and rules made there under, and Judgments, decrees, injunctions, writs and orders of any court of record, as record, as may be in force and effect during the subsistence of this Agreement.
- ix. "Bid" shall mean the documents in their entirety comprised in the bid submitted by the Insurer in response to the Request for Proposal in accordance with the provisions there of
- x. "Competent Authority" means committee members nominated by Gujarat Gramin Bank.
- xi. "Contract Period" means the period starting tentatively from 01/11/2026 to 31/10/2027 (1 Year)
- xiii. "LOA or Letter of Award" means written confirmation of an award of an Insurance Contract by Gujarat Gramin Bank to a successful bidder, stating the amount of award, award date, and when the Insurance Contract will be signed.
- xiv. "Successful Bidder" means Insurance Company that has been shortlisted after qualifying for bid to issue the policy. Unless excluded by or repugnant to the context.

7. COST OF PREPARATION OF PROPOSAL

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

8. DOCUMENTS COMPRISING THE PROPOSAL

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

9. ONLY ONE PROPOSAL



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

10. PROPOSAL VALIDITY

10.1 The Bidder's Proposal must remain valid for at least 90 days from the Bid open date.

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

10.3 GGB will make its best effort to complete the processing within the proposal's validity period.

However, under exceptional circumstances, prior to expiration of bid validity period, the tendering authority may request bidders to extend period of validity of their bids.

10.4 A Bid once submitted, Bidder shall not be permitted to modify its bid.

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

11. PREPARATION OF PROPOSALS – SPECIFIC CONSIDERATIONS

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

12. TECHNICAL PROPOSAL – FORMAT AND CONTENT

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

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

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

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

12.5 If there is any increase in the taxes (direct /Indirect/local), levies, fees, etc. whatsoever, and other charges during tenure of the contract, financial burden of same shall not be borne by the GGB. Further, during tenure of the contract, the Insurance company will not charge any extra charges/fees, and the bank will not bear any extra charges.

13. FINANCIAL PROPOSAL- FORMAT AND CONTENT

Financial bid shall contain only the premium that the Insurance Company shall charge and taxes as applicable as per the coverages given in the RFP. Conditional Bids if any are liable to be rejected.

13.1 In event of a tie between two or more bidders in the 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.

14. SIGNATURE ON EACH PAGE:

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

15. AMENDMENT TO TENDER DOCUMENT:

15.1 At any time after the issue of tender document and before opening of the tender, the tender inviting authority may make any changes, modifications or amendments to the tender document and changes will be available at bank's website www.ggb.bank.in which will direct to GeM website: <https://gem.gov.in/>

15.2 In case any Bidder seeks clarification to the tender documents, the same shall submit their queries before 16th September-2026 up to 05:00 PM on email at hrm.ho@ggb.bank.in. The issues thus received by the bank will be discussed in Pre-Bid Meet only. No issues and queries in respect to tender documents will be entertained by the bank after Pre-Bid Meet. No separate invitation for pre-bid meet will be sent to any bidder.



- 15.3 The amendments will be notified through corrigendum posted on: -<https://gem.gov.in>. Such amendments will form part of the tender document. Bidders are advised to constantly watch for any corrigendum at the above-mentioned website.
- 15.4 The Tender Inviting Authority reserves the right to extend deadline for submission of tender for any reason, and the same shall be notified through corrigendum posted on: - <https://gem.gov.in/>

16. CONFIDENTIALITY:

- 16.1 From the time the Proposals are opened to the time the Contract is awarded, the Insurer should not contact Gujarat Gramin Bank on any matter related to its Technical and / or Financial Proposal. Information related to the evaluation of Proposals and award recommendations shall not be disclosed to the Insurer who submitted the Proposals or to any other party not officially concerned with the process until publication of the contract award information.
- 16.2 Any attempt by the Insurer or anyone on behalf of the Insurer to influence the Gujarat Gramin Bank improperly in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

The above-mentioned queries shall be written to:

The General Manager, Gujarat Gramin Bank, Head Office: 3rd & 4th Floor, Suraj Plaza-I, Sayajiganj, VADODARA: 390 005, Gujarat.

17. BID PREPARATION

- 17.1 The Bidder shall be responsible for all technical fees associated in the GeM website, preparation of its bid and its participation in the Selection Process. Gujarat Gramin Bank shall not be responsible nor in any way liable for such cost, regardless of the conduct or outcome of the Selection Process.
- 17.2 Please note that the Gujarat Gramin Bank reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

18. WITHDRAWAL OF BID

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

19. OPENING OF PROPOSALS

- 19.1 The Bid Procurement Committee of the Gujarat Gramin Bank shall conduct the opening of the Technical Proposals.

20. EVALUATION OF PROPOSALS

- 20.1 The Insurer is not permitted to alter or modify its Proposal in any way after the proposal submission. The Bid Procurement Committee of the Gujarat Gramin Bank shall conduct the evaluation on the basis of the submitted Technical Bid. However, the Gujarat Gramin Bank may seek clarification on the information submitted by the Bidder, if required.

21. ACCEPTANCE/ REJECTION OF TENDER

- 21.1 Gujarat Gramin Bank does not bind itself to accept the tender.
- 21.2 Gujarat Gramin Bank also reserves the right to accept or reject any or all tenders without assigning any reason whatsoever. No correspondence shall be entertained in this regard.
- 21.3 Gujarat Gramin Bank has the absolute right at its sole discretion to reject/cancel any or all the tenders at any stage of tender process. The Bank may also reject any bidder solely based on its past unsatisfactory



performance without assigning any reasons. The Bank's decision in this regard shall be final and conclusive.

22. EVALUATION OF TECHNICAL & FINANCIAL PROPOSALS

- 22.1 Procurement Committee will evaluate the Technical Bid by applying the evaluation criteria in the RFP.
- 22.2 A Bid shall be rejected at this stage if it does not meet each and every technical criterion. Bidder's need to qualify Technical Bid.
- 22.3 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.

23. AWARD OF CONTRACT

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

24. PERIOD OF CONTRACT

- 24.1 The policy would be issued for one year, the tenure of the contract with the Insurance Company would be for one policy year,
- 24.2 The GGB shall have the right to cancel the agreement, if at any time during the period of the Scheme, the insurance company defaults in delivery of services or it is found that it has misrepresented any fact during the tender process to attain qualification or breaches any of the conditions of the contract of Agreement.

26. INTERPRETATION

- 26.1 Entire Agreement: The Contract will constitute the entire Agreement between the Gujarat Gramin Bank and the Selected Bidder and will supersede all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- 26.2 Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party there to.
- 26.3 Severability: If any of the provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provision or condition of the Contract.

26. GOVERNING LAW

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

27. FORCE MAJEURE

- 27.1 If the performance of the Contract by either party is delayed, hindered or prevented or otherwise frustrated by reason of force majeure, which shall mean war, civil commotion, fire, flood, action by any government or any event beyond the reasonable control of the party affected, then the party so affected shall promptly notify the other party in writing specifying the nature of the force majeure and of the anticipated delay in the performance of the Contract and as from the date of that notification.
- 27.2 Gujarat Gramin Bank may at its discretion either terminate the Contract forthwith or suspend the performance of the Contract for a period not exceeding 6 months. If at the expiry of such period of suspension, any of the reasons for the suspension still remain, Gujarat Gramin Bank and the Insurer may either agree a further period of suspension or treat the Contract as terminated. In the event of the Contract being terminated by reason of force majeure, the Insurer shall take steps as are necessary to bring the Services to an end in a cost effective, timely and orderly manner.



28. TERMINATION

- 28.1 Gujarat Gramin Bank may, at its sole discretion and at any time terminate the Contract and inform the Insurer of Gujarat Gramin Bank its decision by written instruction to that effect. In the event of the Contract being so terminated, the Insurer shall take such steps as are necessary to bring the Services to an end in a cost effective, timely and orderly manner.
- 28.2 Should Services or any portion thereof not be carried out to satisfaction of Gujarat Gramin Bank or within the time or times specified in or under the Contract, Gujarat Gramin Bank, without prejudice to any other remedies, by notice of 30 days in writing to Insurer, terminate Contract either in respect of Services which have not been carried out in accordance with Contract at the time of such termination or in respect of all the Services to which the Contract relates other than those carried out in accordance with the Contract prior to the time of such termination. In such case, the Insurer shall not be entitled under the Contract to payment of any amount by way of compensation.

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

- 29.1 The Insurer shall not during or after termination of the Contract disclose to any third party any Confidential Information arising from the Contract except with the prior written permission from Gujarat Gramin Bank. For the purposes of this Clause, "Confidential Information" shall mean information relating to proprietary, technological, economic, legal, administrative, business and technical matters of Gujarat Gramin Bank including but not limited to information disclosed orally, or through documents, drawings, diagrams, models, programmes, computer data or any part or copy of such information. The Insurer shall not sue any information in a way that would cause embarrassment to Gujarat Gramin Bank.
- 29.2 All intellectual property rights in the reports and any other documentation or materials prepared or inventions or information produced as a result of the performance of the Services shall be and shall remain the property of Gujarat Gramin Bank.

30. SUSPENSION

- 30.1 The Bank may, by written notice of suspension to the Insurer, without any obligation (financial or otherwise) suspend all payments to the Insurer if the latter shall be in breach of the Agreement or shall fail to perform any of its obligations under the Agreement including the carrying out of the Services; provided that such notice of suspension
- (i) shall specify the nature of the breach or failure and
 - (ii) shall provide an opportunity to the Insurer to remedy such breach or failure within a period not exceeding 30 days after receipt by the Insurer of such notice of suspension.

31. CESSATION OF RIGHTS AND OBLIGATIONS

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

32. DISPUTES RESOLUTION

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

- 32.2 Any dispute between parties arising out of this RFP Document or relating thereto or arising there from that still might remain unresolved in spite of all efforts to settle the matter amicably shall be



settled by a binding arbitration in Vadodara (Gujarat) under the Arbitration and Conciliation Act, 1996. The seat of Arbitration shall be Vadodara (Gujarat). The venue of arbitration proceedings, unless the parties otherwise agree shall be Vadodara (Gujarat). A panel of three arbitrators shall be appointed. One arbitrator representing the successful bidder, one arbitrator representing Gujarat Gramin Bank and one heading the panel. Each party will pay its own costs.

33. DISQUALIFICATION

33.1 The bid is liable to be disqualified if:

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

34. OTHER CONDITIONS TO BE FULFILLED BY THE TENDERERS

- 34.1 The tenderers are also essentially required to fulfil the following conditions/ submit relevant documents along with their offers:
- 34.2 Detail of works under execution along with copies of relevant documents.
- 34.3 Should enclose the Power of Attorney given under Board Resolution in favor of person who has signed the tender documents.
- 34.4 In the absence of supporting documents, the offers shall be rejected.

35. DUTIES AND RESPONSIBILITY OF SUCCESSFUL BIDDER

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

SECTION – II

36. BIDDERS' ELIGIBILITY CRITERIA

- 36.1 The Bidders have to satisfy following pre-qualification criteria to apply for engagement. Respondents satisfying following criteria only are eligible to submit Technical and Financial Bid. This invitation to respond to RFP is open to IRDA licensed General Insurance Company /Standalone Health Insurance Co.
- a) Bidder must be registered /Issued License by Insurance Regulatory and Development Authority of India (IRDAI) to operate in the Indian insurance market.
 - b) The Bidder should have been in existence in India for a period of more than 3 years as on date of publication of the tender and their license should not have been suspended or cancelled during this period.
 - c) The Bidder should have an annual health/employee benefits premium receipt of at least 400 crores as on 31/03/2026.
 - d) The Bidder should have a minimum Settlement Ratio of Health Insurance claims of at least 75% for F.Y. 2025-26 as on 31.03.2026. Declaration to be Attached.
 - e) The Bidder should have Claims settlement of at least 75% as on 31.03.2026 within a TAT of 3 months of lodgment. Declaration to be Attached.
 - f) The Bidder should have issued overall Group Health/employee benefits policies which cover a minimum of 25,000 lives in F.Y. 2025-26 and should have an exclusive team under Health Insurance Department. Insurers having Coinsurance for the purpose of risk sharing shall not qualify under the scheme.
 - g) PAN India Hospital networking of at least 3000 hospitals, out of which at least 100 hospitals should be in Gujarat only. Declaration Format with Networking List to be furnished in this regard.
 - h) Grievance Ratio & Grievance Redressal Ratio in accordance to the Assessment Criteria.
 - i) Bidder should submit declaration confirming that policy quoted is in accordance with their filed product with IRDA as per regulations.
- The Bidder should have an office in Gujarat for co-ordination and dedicated manpower with strength for



servicing Gujarat Gramin Bank or Bidder shall undertake to **establish/assign a servicing office in Gujarat within 30 days of LOA**, with named personnel, failing which contract security may be invoked

- k) Experience of Group Medclaim Policy/ employee benefits of Regional Rural Banks/ PSBs/ SCBs being serviced by the Insurance Company at least in -01- Year.
- l) The Bidder shall not have a history of providing services adjudged as Unsatisfactory by any client.
- m) Declaration that bid submitted is as single entity and not as part of any consortium.
- n) Gujarat Gramin Bank has the absolute right at its sole discretion to reject/cancel any or all the tenders at any stage of tender process. The Bank may also reject any bidder solely based on its past unsatisfactory performance without assigning any reasons. The Bank's decision in this regard shall be final and conclusive.
- o) The proposal of the company which does not meet any of the above criteria will not be further evaluated.

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

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

38. SUBMISSION OF THE PROPOSAL

- 38.1 Technical and financial Bids needs to be submitted through electronic mode (GeM website following the registration process through the following link: - <https://gem.gov.in/>

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

- 38.2 At any time prior to deadline for submission of proposal, Gujarat Gramin Bank may, for any reason, modify RFP. The prospective respondents shall be notified of amendments in RFP if any through <https://gem.gov.in/> and such amendments shall be binding on them.
- 38.3 The Gujarat Gramin Bank reserves the right to accept any or reject any or all the proposals in whole or part without assigning any reasons.
The Gujarat Gramin Bank may also reject/cancel any proposal solely based on its past unsatisfactory performance without assigning any reasons.
- 38.4 The Gujarat Gramin Bank will select Insurance Company on the basis of the lowest Premium Quoted. The Selected Insurer shall be issued a LOA.
- 38.5 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.
- 38.6 During pre-qualification and evaluation of Proposals, Gujarat Gramin Bank may, at its discretion, ask respondents for clarification on their proposal. The respondents are required to respond within the time frame prescribed by the Bank.
- 38.7 Respondents are not permitted to modify, substitute or withdraw Proposals after submission.
- 38.8 The proposal may be submitted along with covering letter about proposal, along with the Information / documents indicated in Annexure and the declaration signed by authorized signatory with Seal of the Company. All pages are required to be signed, along with the tender document.
- 38.9 No cost will be borne by Gujarat Gramin Bank towards preparation and submission of the proposals.

39. SELECTION OF TPA

- 39.1 Competent Authority will discuss appointment of external TPA with selected bidder and shortlisted external TPA will be done with mutual consent. In-house TPA solutions from Insurer will not be entertained.



- 39.2 Shortlisted TPA should agree to provide the services, by itself, in due compliance of the terms and conditions and in the manner more particularly set out in this Agreement.
- 39.3 Third Party Administrators will be appointed by the insurer.

40. PRE-BID MEETING

- 40.1 A Pre-Bid Meeting will be conducted at Head Office, Vadodara as per schedule, between the participating Insurance Companies and Gujarat Gramin Bank wherein all the intending bidders will be invited to discuss their queries regarding the RFP. Gujarat Gramin Bank would be represented by a team of officials appointed by the competent authority. All queries will be addressed during the meeting and no subsequent query, post the pre bid meeting will be entertained or after the last date of query submission through e-mail in the designated E-mail IDs i.e., after 22nd September-2026 by 05:00 PM.

41. DECLARATION CERTIFICATE

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



SECTION - III**SALIENT FEATURES OF PROPOSED GROUP HEALTH POLICY****A. GROUP MEDICLAIM POLICY FOR IN-SERVICE EMPLOYEES****SALIENT FEATURES OF PROPOSED GROUP HEALTH POLICY****A. GROUP MEDICLAIM POLICY FOR IN-SERVICE EMPLOYEES**

Coverage Details	
Policy Type:	Group Medical Insurance Policy only for In-Service Employees and their Family
Family Definition:	Employee + Spouse + Dependent Children + Any two of the Dependent Parents or Parents In-law - the employee's spouse, wholly dependent unmarried children (including stepchildren and legally adopted children) wholly dependent physically and mentally challenged brother/sister with 40% or more disability, widowed daughters and dependent divorced/separated daughters, sisters including unmarried/divorced/abandoned or separated from husband/ widowed sisters as also parents wholly dependent on the officer/employee. - The term wholly dependent family member shall mean such member of the family having a monthly income not exceeding Rs.18,000/- p.m. If the income of one of the parents exceeds Rs.18,000/- p.m. or the aggregate income of both the parents exceeds Rs. 18,000/- p.m., both the parents shall not be considered as wholly dependent on the officer/employee. - A married female officer/employee may include her natural/legal parents or parents-in-law under the definition of family, but not both, provided that the parents/parents-in-law are wholly dependent on her. - Note: For the purpose of medical expenses reimbursement scheme, for all officer/employee, i.e. male/female any two of the dependent parents/parents-in-law shall be covered. The officer/employee will have the choice to substitute either of the dependents or both. - Physically challenged children of employees to be defined as dependents irrespective of age or marital status, subject to income criteria.
Coverage Type:	Family Floater
Sum Insured:	For Clerical/Sub-Staff - INR 3,00,000/- For Officers - INR 4,00,000/-
Sum Insured for Critical Illness:	INR 1,00,000/- for employees only



Corporate Buffer:	INR 70 Lakhs/- No ceiling on amount to be allotted for individual employees, solely on the discretion on the competent authority of the Bank.
Monthly Addition / Deletion:	• All New Employees to be covered from the date of joining as per their appointment letter. For additions /deletions of employees during period, premium to be charged/refunded on prorata basis against the Cash Deposit account with Insurer adequately maintained by the Bank. • Increase in Sum Insured allowed in case of promotion to officer cadre on charging pro-rata premium. • A buffer time period of 90 days for addition/ deletion/ correction of any missed-out dependents will be provided to the Insurance Company post-inception of the Policy for effective data reconciliation.
Geographical limit	Treatment taken in India only.
Continuity Benefit:	Continuity benefits coverage to employees on retirement till the end of the policy period provided there is no request for refund of the premium.



Key Policy Terms & Conditions	
Room, Boarding, ICU (per day limit) and other expenses	In the event of any claim becoming admissible under the policy, the company will pay through Third Party Administrator to the Hospital / Nursing Home or insured the amount of such expenses as would fall under different heads mentioned below and as are reasonably and medically necessary incurred thereof by or on behalf of such insured but not exceeding the Sum Insured in aggregate mentioned in the schedule here to. A. Room and Boarding expenses as provided by the Hospital/Nursing Home not exceeding Rs. 5000 per day or the actual amount whichever is less. B. Intensive Care Unit (ICU) expenses not exceeding Rs. 7500 per day or actual amount whichever is less. C. Surgeon, team of surgeons, Assistant surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees. D. Nursing Charges , Service Charges, IV Administration Charges, Nebulization Charges, RMO charges, Anaesthetic, Blood, Oxygen, Operation Theatre Charges, surgical appliances, OT consumables, Medicines & Drugs, Dialysis, Chemotherapy, Radiotherapy, Cost of Artificial Limbs, cost of prosthetic devices implanted during surgical procedure like pacemaker, Defibrillator, Ventilator, orthopaedic implants, Cochlear Implant, any other implant, Intra-Ocular Lenses, , infra cardiac valve replacements, vascular stents, any other valve replacement, laboratory/diagnostic tests, X-ray CT Scan, MRI, any other scan, scopies and such similar expenses that are medically necessary, or incurred during hospitalization as per the advice of the attending doctor. E. Hospitalization expenses (excluding cost of organs) incurred on donor in respect of organ transplant to the insured.
Cost of Donor:	Hospitalization expenses (excluding cost of organ) incurred on donor in respect of organ transplant to officers/ employee/dependent would also be covered for reimbursement.
Ambulance Charges:	Ambulance charges are payable up to INR 2600/- 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 trip. 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.
Pre and Post Hospitalization Expenses:	Pre and Post Hospitalization expenses payable in respect of each hospitalization shall be the actual expenses incurred subject to 30 days prior to hospitalization and 90 days after discharge.
Alternative system of Treatments:	Alternative systems of treatments other than treatment under Allopathy or modern medicine shall include Ayurveda, Unani, Siddha, Homeopathy and Naturopathy in the Indian context, for Hospitalization and Domiciliary treatment.



Pre-existing Diseases:	Covered from day 1
30 days Waiting Period:	Waived Off
Waiting Periods on specific Diseases:	Waived Off
Disease/ Procedure wise Sub-limit:	Not Applicable other than Maternity Benefit
Day Care Treatment:	Expenses on Hospitalization for minimum period of a day are admissible. However, this time limit is not applied to specific treatments. This condition will also not apply in case of staying in hospital of less than a day provided — The treatment is undertaken under General or Local Anesthesia in a hospital / day care Centre in less than a day because of technological advancement and Which would have otherwise required hospitalization of more than a day. Treatment normally taken on an outpatient basis is not included in this scope.
Maternity Benefit:	Hospitalization expenses in respect of the newborn child can be covered within the Mother's Maternity expenses. The maximum benefit allowable under this clause will be up to INR 50000/- for normal delivery and INR 75,000/- for Caesarean Section.
9 months waiting period:	09 months waiting period under maternity benefit will be waived.
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.
Missed Abortions, Miscarriage or abortions induced by accidents:	Covered under the limit of Maternity.
Complications in Maternity Including operations for extra uterine pregnancy ectopic pregnancy:	Covered In the policy up to the Sum insured + Corporate Buffer- (i) Expenses Included for medical termination of pregnancy. (ii) Claim in respect of delivery to be given Irrespective of the number of children.
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. 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.



Domiciliary Hospitalization:	Domiciliary Hospitalization shall be covered under this policy and would mean medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances: a) The condition of the patient is such that he/she is not in a condition to be removed to a hospital or b) the patient takes treatment at home on account of non-availability of room in a hospital.
Domiciliary Treatment:	DOMICILIARY TREATMENT is the treatment taken for specified diseases which may or may not require hospitalization as mentioned herein below. 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. 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, Asthma, Hepatitis –B, Hepatitis - C, Hemophilia, Myasthenia gravis, Wilson's disease, Ulcerative Colitis, Epidermolysis bullosa, Venous Thrombosis (not caused by smoking) Aplastic Anaemia, Psoriasis, Third Degree burns, Arthritis, Hypothyroidism, Hyperthyroidism, expenses incurred on radiotherapy and chemotherapy in the treatment of cancer and 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 / motor neuron 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 Pulmonary Disease, Chronic Bronchitis, Physiotherapy and swine flu, Type 1 Diabetes, Rheumatoid Arthritis, Psoriasis/Psoriatic Arthritis, System lupus Erythematosus, Inflammatory Bowel Diseases, Addison's Disease, Sjogren's Diseases, Hashimoto's Thyroiditis, Auto immune vacuities, Pernicious Anemia, Celiac disease , Auto immune myositis shall be considered for reimbursement under domiciliary treatment. The cost of medicines, investigations, and consultations, etc.in respect of domiciliary treatment shall be reimbursed for the period stated by the specialist in Prescription. If no period stated, the prescription for the purpose of reimbursement shall be valid for a period not exceeding 90 days.



Congenital Anomalies:	Expenses for Treatment of Congenital Internal / External diseases, defects anomalies are covered under the policy
Psychiatric Ailment:	Expenses for treatment of psychiatric and psychosomatic diseases be payable with or without hospitalization.
All Advanced Medical Treatment:	All new kinds of approved advanced medical procedures, e.g. laser surgery and stem cell therapy for treatment of a disease are payable on hospitalization/day care surgery.
Treatment for accidents on OPD Basis:	Treatment taken for Accidents can be payable even on OPD Basis in hospital up to Sum Insured.
Taxes and other charges:	All Taxes, Surcharges, Service Charges, Registration charges, Admission Charges, Nursing, and Administration charges to be payable.
Charges for diapers and sanitary pads:	Charges for diapers and sanitary pads are payable, if necessary, as part of the treatment
Charges for Hiring a nurse / attendant:	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.
Genetic Disorder:	Treatment for Genetic Disorder and stem cell therapy is covered under the policy.
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 policy. Treatment for all neurological/macular degenerative disorders is covered under the policy.
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 policy. However, purchase of the above equipment to be subsequently used at home in exceptional cases on medical advice shall be covered.
Ambulatory devices:	Walker, crutches, Belts, Collars, Caps, Splints, Slings, Braces, Stockings, elastocrepe bandages, external orthopedic pads, sub cutaneous insulin pump, Diabetic footwear, Glucometer (including Glucose Test Strips)/ Nebulizer/prosthetic devise / Thermometer, alpha/ water bed and similar related items etc., will be covered
Physiotherapy Charges:	Physiotherapy charges shall be covered for the period specified by the Medical Practitioner even if taken at home.



Critical Illness Benefit Cover	In addition to the reimbursement covered under the policy, Critical Illness Benefit Cover shall be provided as additional ex-gratia of INR 1,00,000/-. In case an insured person contracts a Critical Illness as listed below, the sum of INR 1,00,000/- shall be paid. This benefit shall be provided on first detection/diagnosis of Critical Illness. • Cancer including Leukemia • Stroke • Paralysis • Bypass Surgery • Major Organ Transplant • End Stage Liver Disease • Heart Attack • Kidney Failure • Heart Valve Replacement Surgery Hospitalization is not required to claim this benefit. Further the officer/employee can claim the cost of hospitalization on the same from the Group Mediclaim Policy as cashless/ reimbursement of expenses for the treatment taken by him. 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.
--------------------------------	---

** If Insurer has any pre-agreed mutual tariff/ package/ PPN rates with the Network Hospital/ Provider, the same will not be a binding condition for the servicing of the policy and the Insured will not be liable for any financial penalization or to make payment for any such difference in the rates applicable. The same will be an agreement between the Insurance Company/ servicing TPA and the Network Hospital/ Provider, client will not be a party to the same.



INDICATIVE DAY CARE LIST

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

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

This condition will also not apply in case of stay in hospital of less than a day provided –

- The treatment is undertaken under General or Local Anesthesia in a hospital / day care Centre in less than a day because of technological advancement and
- Which would have otherwise required hospitalization of more than a day.



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

**The above coverages are indicative only and extensive detailed wordings will be applicable as per the Bipartite Settlement.

We do hereby agree to comply with the Policy Terms and conditions mentioned In the Tender Document (as per 10th/11th/12th Bipartite Settlement), any deviation noted in the policy Terms and conditions will lead to Disqualification in Participation.

(Signature of Insurance Company with Seal)



SECTION IV**Proposal Requirements**

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

- 01st November 2026 will be the effective date for Policy inception and administration for the In-service Employee Policy.
- Answer all questions in the following sections clearly and concisely; and
- Technical bids will be an integral part of the RFP
- Pre- Bid Queries to be submitted on or before -22nd September 2026

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

General Information

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

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

Questions concerning the RFP or its attachments can be directed to Mr. **Jayant Vyas, Senior Manager**. No answer to the questions concerning the RFP will be provided over the phone. Please submit all questions in writing by email to hrm.ho@ggb.bank.in latest by 16th September 2026.

Evaluation Criteria for Technical Bids

<u>Sr. No.</u>	<u>Criterion</u>	<u>Points</u>	<u>Total</u>	<u>Self-Assessment Scoring by IC</u>
1.	Number of Years Since License given by IRDA as on date		5	
	1. 3 Years, <=5 Years	2		
	2. > 5 Years, <=7 Years	3		
	3. > 7 Years	5		
2.	Solvency Margin as of 31.03.2026		5	
	1. 1.50 <= 1.60	2		
	2. >1.60 <= 1.75	4		
	3. >1.75	5		
3.	Health Premium underwritten within India (INR. In Crores) as on 31/03/2026		10	
	1. Up to Rs. 500 Crores	4		
	2. > Rs. 500 Crores, <= Rs.750 Crores	6		
	3. > Rs. 750 Crores, <=Rs. 1000 Crores	8		
	4. > Rs. 1000 Crores	10		



4.	Number of overall Group Mediclaim lives covered during Financial Year FY: 2025-26		10	
	1. Up to 50,000	4		
	2. >50,000, <=100,000	6		
	3. >100,000, <=150,000	8		
	4. >150,000	10		
5.	Net worth (INR. In Crores) for FY: 2025-26		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: 2025-26(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: 2025-26 (% of Claims settled within Three Months as of 31.03.2026)		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: 2025-26		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: 2025-26		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 31.03.2026, out of which minimum 100 hospitals should be in Gujarat		10	
	1. =3000	4		
	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.

Gujarat Gramin Bank reserves the right to:

- Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
- Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
- Reject any bidder solely based on its past unsatisfactory performance without assigning any reasons.
- Waive or change any formalities, irregularities, or in consistencies in this proposal (format and delivery). Such a change/ waiver would be duly and publicly notified in the <https://gem.gov.in/> before the closure of the bid date.
- Extend the time for submission of all proposals and such an extension would be duly communicated by Gujarat Gramin Bank.
- Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to result in an agreement within a specified time frame.
- Select the bidder even if a single bid is received as response.
- Share the information / clarifications provided in response to RFP by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query.



Bid Submission

1. The bid should be **signed by the bidder or any person duly authorized** to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents by virtue of Board Resolution and bind the bidder. **All pages of the tender documents** except brochures, if any, are to be signed by the authorized signatory.
2. The bid should contain no interlineations, erasures or over-writing except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.
3. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
4. No columns of the tender should be left blank. Offers with insufficient information and offers which do not strictly comply with the stipulations given above, are liable for rejection.
5. The bids will be opened in the presence of authorized representatives of the bidders. However, the representative of the bidder has to produce an authorization letter from the bidder to represent them at the time of opening of the Technical bid. Only two representatives will be allowed to represent any bidder. In case the bidder's representative is not present at the time of opening of bids, the quotations / bids will still be opened at the scheduled time.

Plan Design and Related Documents**i. Plan Design**

The Policy shall be in the Name of "Gujarat Gramin Bank"-

- i) In-Service Employees in named basis

The terms and conditions of the Policy of existing employees shall be as per the Scheme of Medical insurance as per the 10th, 11th, 12th Bi-Partite Settlement & 8th, 9th Joint Note for workman staff as described in the RFQ section

Employee Demography

Working staff members of Gujarat Gramin Bank are as under-

Sr. No.	Category	Number of Employees- **Tentative Count	Total No. of Lives including Employees -**Tentative Count
1	Officers	2076	6960
2	Clerical/Award Staff	1319	4650
	Grand Total	3395	11610

** Data (Count of employees on compulsory participation) shared is Indicative only and may vary due to New Joinee, Retirement and Resignation and final count along with dependent details will be shared during policy finalization/ lodgment.

- A buffer period of 90 days for addition/ deletion/ correction of any missed-out dependents will be provided by the Insurance Company post-inception of the Policy for effective data reconciliation

Further Demographic details & Updated Claims MIS can be obtained by placing a request mail to hrm.ho@ggb.bank.in

ii. RFP Terms and Conditions:

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



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

- i. The Bidder has to fully disclose to Gujarat Gramin Bank in its Responses all information which could reasonably be regarded as affecting in any way Gujarat Gramin Bank's evaluation of the Response;
- ii. All information contained in the Bidder's Response is true, accurate and complete; and not misleading in any way;
- iii. No litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon Gujarat Gramin Bank's reputation if the Response is successful;
- iv. the Bidder will immediately notify Gujarat Gramin Bank of the occurrence of any event, factor circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or Gujarat Gramin Bank's reputation or render the Bidder unable to perform its obligations under the Gujarat Gramin Bank agreement, if any or have a material adverse effect on the evaluation of the responses by Gujarat Gramin Bank; and
- v. The Bidder has not and will not seek to influence any decisions of Gujarat Gramin Bank during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidders.
- vi. If selected, Bidder will not seek medical examination of any employee or family members for inclusion in the Policy.
- vii. If selected, Bidder will not charge the Bank for pro-rata premium towards addition/ deletion of dependents separately. The premium will be charged on the basis of per unit/ per family as a whole entity as per the Family Definition mentioned in the RFP.

Document Annexures

Supporting Documents to be given:

1. IRDA License of the Insurance Company and subsequent renewal copies of license/ receipts
2. Audited or CA certification of Net worth as of March 31st, 2026.
3. Annual Report or relevant Public Disclosure report indicating the Health/ Employee Benefit premium figures as of March 31st, 2026, duly signed by the Authorized Signatory of the Insurer

All supporting documents should be additionally attested by authorized signatory and bidder to put company seal. The UDAI of certifying CA is to be clearly mentioned.

General Manager



Annexure -A

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

Sr. No.	Parameters	Response
1	Number of Years Since License given by IRDA as on date	
2	Net worth of Insurer	
3	Health/ Employee Benefit Premium underwritten within India (INR in Crores)	
4	Number of lives being serviced under Group Medical Insurance/ Employee Benefit Policies	
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 Mediclaim/ Employee Benefit 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 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.

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



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

We, _____, a licensed General Insurance Company/Standalone Health 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 L1 Bidder for In-service Employee policy.

Signature of Authorized Signatory with Company Seal



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 /Standalone Health 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 05.04.2026 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 Mediclaim Insurance Coverage to In-service employees and their dependents.

Tenure of Agreement

The Agreement will be for 1 year starting from the tentative Policy Inception date 01/11/2026 till 31/10/2027 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 rise to a claim in accordance with Gujarat Gramin Bank's GMC Policy. To ensure full protection under Gujarat Gramin Bank's



GMC 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 Reimbursement Claim documents will be done weekly from designated Regional Offices of Gujarat Gramin Bank by TPA/Insurer. Reimbursement Claim documents should be processed online from Gujarat

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

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

5) Escalation matrices

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

6) Grievance redressal committee

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

There would be a monthly meeting 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.....

Designation.....

Second Party

For and on behalf of _____ Insurance Co. Ltd.

Signature.....

Name.....

Designation.....

Witness

Signature.....

Name

Designation.....

Witness

Signature.....

Name

Designation.....



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

Reports to be submitted by Insurance Company/ Shortlisted TPA

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

The above claims tracker has to be submitted by the Insurance Company/ Shortlisted TPA every 15 days to ascertain the ageing of claims. There will be additional reports issued on the basis of ailments / self / dependent claims / hospital wise claim data

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



Gender wise analysis				
Gender	Number of claims	Amount	% claims	% Amount
Male				
Female				
Total				
Age wise analysis				
Age band wise claims	Number of claims	Amount	% claims	% Amount
0-20				
21-26				
26-30				
31-35				
36-40				
41-45				
46-50				
51-55				
56-60				
61-65				
66-70				
>70				
Total				
Beneficiary wise analysis				
Beneficiary	Number of claims	Amount	% claims	% Amount
Self				
Spouse				
Child				
Parent				
Total				

Amount wise claims analysis				
Age band	Number of claims	Amount	% claims	% Amount
<10000				
10000-26000				
26000-50000				
50000-100000				
100000-200000				
200000-300000				
>300000				
Total				



Top 26 Hospital provider list				
Name of Hospital	Number of claims	Amount	% claims	% Amount

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



Annexure-E
Financial Bid Format

To be Uploaded in GeM portal:

Details for Financial Bid for In-Service Employees Policy

Desc: Appointment of IRDA approved General Insurance Company /Standalone Health Insurance Company for providing Group Mediclaim Policy of Gujarat Gramin Bank for In-Service Employees & their dependents

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

The above rates shall be inclusive of all management expenses, TPA charges and Intermediary fees as per IRDAI regulations

*As per the family definition mentioned in the RFP, premium to be quoted on per family basis without taxes.

** It is compulsory to submit Price Bid for both the units

** Data (Count of employees on compulsory participation) shared is Indicative only and may vary due to New Joinee, Retirement and Resignation and final count along with dependent details will be shared during policy finalization)

Signature of Authorized Person with Company Seal



Annexure-F**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 other 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)



Annexure-G

COMPANY INFORMATION		
A. SNAPSHOT		
1	Name of the Insurer	
	Head Office (Address)	
	Website & e mail	
	Authorized Office Address submitting RFP	
2	Date of Commencement of Business (MM/YYYY)	
3	IRDA License obtained since (Copy of IRDA License since issuance till date to be enclosed)	
4	Number of Branches/Offices in India as on 31.03.2026	
5	Total No. of Employees in India as on 31.03.2026	

Signature of Authorized Person with Company Seal



Annexure-H**Grievance Ratio & Redressal**

Please provide a data pertaining to grievance redressal in the format given below for last 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)
2025-2026					

Signature of Authorized Person with Company Seal



Annexure-H**Grievance Ratio & Redressal**

Please provide a data pertaining to grievance redressal in the format given below for last 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)
2025-2026					

Signature of Authorized Person with Company Seal



Annexure-I

Bank Servicing Experience

A. List of Regional Rural Banks/ PSBs/ SCBs having a Group Medical/ Employee benefit Policy from the Insurer as on 31.03.2026:

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

Signature of Authorized Person with Company Seal



Annexure-J

Insurance Company Hospital Network

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

Sl. No	Name of the Insurance Company	Total number of hospitals in the network till 31.03.2026

- Please provide details of your Hospital Network across various districts in **Gujarat** as on 31.03.2026

[illegible]

Signature of Authorized Person with Company Seal



Annexure-K

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

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

Signature of the Authorized Signatory with Seal



Annexure-L

1. Details of Overall Group Mediciam/ Employee Benefit policies issued in F.Y. 2025-26 covering a minimum of 25,000 lives
2. Health Premium underwritten within India (INR. In Crores) As on 31.03.2026

Name of the Insurance Company:

.....

Group Mediciam Policy

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

Health Premium underwritten within India (INR. In Crores)

Health Premium Figures	As on 31.03.2026
No. of GMC Policies Sold	
Premium from GMC Policies (INR Crore)	

Signature of the Authorized Signatory with Seal

Date _____

Place: _____



Annexure-M

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 2025-26 as on 31.03.2026.

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

FY	Claim Settlement Ratio	Percentage
2025-2026		

& Ageing of Claims (% of Claims settled within Three Months) for Financial Year 2025-2026 as on 31.03.2026.

Authorized Signatory Date: _____ Place: _____



Annexure –N
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/Standalone Health 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 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/standalone Health Insurance Company for providing Group Mediclaim Policy for in-service employees (staff members) and their dependents. 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)

- a. The Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
- b. The Bidder(s) will not, directly or through any other person or firm, offer, promise or give to 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) 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) will not commit any offence under the relevant BNS/ PC Act; further the 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) of foreign origin shall disclose the name and address of the Agents/ representatives in India, if any, similarly the Bidder(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).

f. The 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) 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, it 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 Bidder(s)

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

(2) The GGB will disqualify any bidder from the tender process, who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)

If the GGB obtains knowledge of conduct of a Bidder, or of an employee or a representative or an associate of a Bidder 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(s) as confidential.

(3) The Bidder(s) accept 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.



(4) The Monitor is under contractual obligation to treat the information and documents of the 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.

(3) 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.

(4) Issues like scope of work, Warranty/ Guarantee etc. shall be outside the purview of IEMs.

(5) 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)

(Office Seal)

Place-----

Date-----

Witness1:

(Name&Address)

Witness2:

(Name&Address)

(For & On behalf of Bidder)

(Office Seal)



Annexure-O

DECLARATION FOR NON-TEMPERING OF TENDER DOCUMENT

I / We /Proprietor/ Partner(s)/ Director(s)/authorized signatory(ies) of , hereby declare that I/We have not tampered the tender document of renewal of Mediclaim Policy for Gujarat Gramin Bank's In-Service Employees & their family issued on date , which is downloaded from GeM Portal/ bank website www.ggb.bank.in

For and on behalf of

(Authorized Signatory with company seal/ Stamp)



Annexure-P

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:

