

**REQUEST FOR PROPOSAL (RFP)  
For Group Medclaim Insurance Policy  
for Employees of PNB Gilts Limited**

**Date: July 05, 2024**



**PNB GILTS LIMITED**



## RFP for Group Mediclaim Insurance Policy for Employees of PNB Gilts Ltd. 24-25

### Invitation for Request for Proposal (RFP)

PNB Gilts Limited invites proposals from IRDA licensed General Insurance Companies and Standalone Health Insurance companies for Group Mediclaim Insurance Policy for employees of PNB Gilts Limited.

This RFP may be downloaded by the bidders free of cost from the company's website ([www.pnbgilts.com](http://www.pnbgilts.com)).

### RFP Summary Sheet

<b>Name of the company</b>	PNB GILTS LIMITED	
<b>Procurement Reference Number</b>	PNBG/HR/2024-25/GMC_RENEWAL	
<b>Tender Cost</b>	<b>Free of Cost</b>	
<b>EMD Amount</b>	Not Applicable	
<b>Date &amp; Time of issue of the RFP</b>	<b>6.7.2024</b>	
<b>Pre-bid meeting date*</b>	<b>11.7.2024</b>	
<b>Last Date and Time for submission of bids</b>	<b>12.07.2024</b>	
<b>Date &amp; Time for opening of Bids</b>	<b>15.07.2024 11.00 A.M.</b>	
<b>Primary point of contact for RFP process and technical queries – PNBG Officials</b>		
Name: Sonam Kapur Designation: Vice President Email : <a href="mailto:sonam.kapur@pnbgilts.com">sonam.kapur@pnbgilts.com</a>		
<b>Place of Pre-bid meeting*</b>	PNB Gilts Ltd.	
<b>Place of Bid submission and RFP Opening</b>	4th Floor, PNB Building 5, Sansad Marg	
<b>Address for Communication</b>	New Delhi – 110001.	
* All the interested bidders are requested to send their queries beforehand in Annexure VI –Query Format by <b>one day before the pre bid meeting</b> .		
<b>The Company will conduct the pre bid meeting online.</b> The bidders who want to participate in the pre bid meeting are requested to drop a mail to company officials (Email Id – <a href="mailto:sonam.kapur@pnbgilts.com">sonam.kapur@pnbgilts.com</a> & <a href="mailto:hr@pnbgilts.com">hr@pnbgilts.com</a> ) from their official mail id's in the attached format <u>Annexure IX – Pre Bid Meeting Authorization letter only</u> .		
<b>The link of the VC will be shared with the bidders whose request has been received well before the date of pre bid meeting.</b>		



Company is in process of selecting insurance company through a bidding process (comprising of Technical Bid and Financial Bid) from IRDA Licensed General Insurance companies and Standalone Health Insurance Companies operating in India for Group Mediclaim Insurance Program for its employees. Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposal (RFP) terms.

The Company reserves the right to reject any or all offers without assigning any reason.

The Company reserves the right to change the schedule mentioned above or elsewhere mentioned in the document, which will be communicated by placing the same as corrigendum on Company's Website ([www.pnbgilts.com](http://www.pnbgilts.com))

The copy of this document may be downloaded from the Company's website free of cost.

Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

All communication with regards to this request for proposal needs to be directed to PNB Gilts Limited directly at the email addresses mentioned above.

Any communication between prospective insurance provider and PNB Gilts Limited should only be in writing (e-mail). Company will not be liable for any communication which is not confirmed in writing by PNB Gilts Limited.

**Common terms of reference / definition**

Across the document the term

- 1) "Company", "PNB Gilts" and "PNBG", refers to PNB Gilts Limited.
- 2) "Bidder", "Insurer", "Insurance Company" refers to the applicants applying for this RFP and are interested in providing the insurance to the Company.
- 3) "Document" refers to this RFP document
- 4) "Insurance policy" refers to the policy cover / master services agreement (including service agreements, terms and conditions etc.) to be signed between PNB Gilts Limited and the selected insurer.
- 5) Employee also includes ex-employees



**Contents**

1. Introduction and Insurance requirement and Scope of work.....6

2. Bidder (Insurer) Eligibility Criteria .....7

3. Bid Submission Process .....8

    3.1 Language of the Bid .....8

    3.2 Signature .....8

    3.3 RFP Submission .....9

    3.4 Documents to be submitted .....9

        3.4.1 Technical Bid .....9

        3.4.2 Commercial Bid .....10

4. Bid Evaluation .....10

    4.1 Opening of RFP .....10

    4.2 Shortlisting of Bidders .....10

    4.3 Commercial Bid Evaluation through Reverse auction .....11

5. Terms and Conditions .....11

    5.1 Period of validity of bids .....11

    5.2 Modifications and withdrawal of bids .....11

    5.3 Clarification of bids .....11

    5.4 Confidentiality .....12

    5.5 Cost and Currency .....12

    5.6 Compliance to Terms and Conditions .....12

    5.7 Applicable law and jurisdiction of court .....12

6. Additional Terms and Conditions .....12

    6.1 General .....12

    6.2 Bid Cancellation .....13

    6.3 Blacklisting: .....14

    6.4 Precedence of Documents .....14

    6.5 Resolution of disputes and arbitration .....14

7. Policy Details .....15

8. Annexure .....18

    8.1 Annexure – I - Conformity Letter ..... 18

    8.2 Annexure II – Eligibility Criteria Compliance .....19

    8.3 Annexure III – Bidder Details .....20

    8.4 Annexure IV – Bidder Response Cover Letter .....21



**RFP for Group Medclaim Insurance Policy for Employees of PNB Gilts Ltd. 24-25**

8.5 Annexure V – Comments on Terms and Conditions, Services and Facilities .....22

8.6 Annexure VI –Query Format .....23

8.7 Annexure VII – Self-Declaration .....24

8.8 Annexure X – Commercial Bid format.....25

8.9 Annexure XI– Pre Bid Meeting Authorisation letter .....26

8.10 Appendix – 1 .....27

---



## 1. Introduction

PNB Gilts Limited ("PNBG") is a company incorporated and registered under Companies Act, 1956 and authorized by Reserve Bank of India to act as Standalone Primary Dealer. "PNBG" is engaged in conducting Government Securities business. "PNBG" has its Registered Office at 5 Sansad Marg, New Delhi – 110 001.

The Company has pan-India presence with 5 branches in Mumbai, Ahmedabad, Bangalore, Chennai and Kolkata.

The Company is looking to select insurance provider for Group Medical Insurance program offered to the Company employees. Selection will be made based on least cost insurance provided from insurance provider meeting the eligibility criteria.

Bid submission, queries and all other terms and conditions are detailed in the following sections of this document. All communication with regards to this proposal needs to be directed to all the addresses mentioned above of "PNBG" Insurance requirement and Scope of work

Company is looking to select insurance provider for Group Medical Insurance program / policy offered to the Company employees. The terms and conditions, coverages of the policy shall be as per the details mentioned in Appendix – 1.

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

This RFP provides following information to enable you to prepare and submit proposals for consideration:

- Proposed Covers (as per Appendix – 1)
- Claims data for last 3 years (2021-22, 2022-23, 2023-24)
- Employee and dependent demography



## 2. Bidder (Insurer) Eligibility Criteria

To be considered for selection by the Company, the bidders should meet the following criteria:

Table 1: Eligibility Criteria:

S. No.	Criteria	Documents to be submitted
1	Well established and reputed General Insurance Firms / Companies which are Registered / Issued License by Insurance Regulatory and Development Authority (IRDA).	Copies of valid license issued by IRDAI.
2	The General Insurance Company should have been in the line of business of providing insurance for at least five years.	Self-Declaration of underwriting medical insurance policy in last five years (in <b>Annexure VII – Self-Declaration</b> )
3	The Applicant (insurance company) should not have been blacklisted / barred / disqualified by any regulator / statutory body in the past 3 years	Self-Declaration (in <b>Annexure VII – Self-Declaration</b> )
4	The bidder should have experience of managing ONE Group Insurance Policies for at least ONE Public Sector Bank / Government / Semi-Government / PSU / Govt. Undertaking / Autonomous Bodies for a group size of at least 500 lives per year covered during the last 3 financial years	Copies of relevant Work Orders clearly stipulating the group size



### 3. Bid Submission Process

#### 3.1 Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and company shall be written in English language.

#### 3.2 Signature

The covering letter must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this RFP.

All the commitments, obligations and responses (all the pages) against this RFP must be signed by the signatory of the Bidder and are enforceable through insurance policy which may be signed at the end of the bidding process.

#### 3.3 RFP Submission

- a. Company will not accept delivery of Bid in any manner other than that specified in this document. Bid delivered in any other manner shall be treated as defective, invalid and rejected.
  - b. An authorized signatory of the Bidder shall initial all the pages of the original Bid.
  - c. The Bidders are required to submit soft copies of their Bids electronically on the email ID provided above, using valid Digital Signature Certificates.
  - d. The Bidders should send the scanned copies of all relevant certificates, documents etc. on above email id, in support of their RFP. The Bidder should sign on all statements, documents etc. submitted by them owning responsibility for their authenticity. Bids must be submitted online by the last date and time indicated in the "Invitation to Bid".
  - e. **Bidders are strongly advised not to wait till the last day for uploading and submitting their bids.**
  - f. The Company will have a right to call for the hard copies (after due date of submission) of the submission from all the participated bidders.
-





The following official(s) of PNBG shall be available for any assistance.

1. Mrs.Sonam Kapur, Vice President, PNB Gilts Limited,  
[sonam.kapur@pnbgilts.com](mailto:sonam.kapur@pnbgilts.com)
2. Mr.Chandra Prakash, CFO, PNB Gilts Limited  
[Chandra.prakash@pnbgilts.com](mailto:Chandra.prakash@pnbgilts.com)

The bids shall be submitted in two parts enclosed in two separate documents:

- a. Technical Bid
- b. Commercial Bid

All the pages of the proposal including annexures and documentary proofs should be numbered and signed by the authorized signatory.

The proposal should be prepared in English in PDF format.

### 3.4 Documents to be submitted

#### 3.4.1 Technical Bid

Interested and eligible bidders may submit their proposal in the prescribed format (enclosed here) with complete information. The proposal duly filled in, along with all supporting document(s) / information should be submitted to the Company online, on the above email ID i.e. [sonam.kapur@pnbgilts.com](mailto:sonam.kapur@pnbgilts.com)

Sr	Document Description	Submitted (Yes / No)
1.	Duly signed and stamped RFP and corrigendum (if any) document along with the APPENDIX – 1 as token of acceptance of terms and conditions of RFP.	
2.	Duly filled <a href="#">Annexure – I - Conformity Letter</a>	
3.	Duly filled <a href="#">Annexure II – Eligibility Criteria Compliance</a> along with supporting documents	
4.	Duly filled <a href="#">Annexure III – Bidder Details</a>	
5.	Duly filled covering letter per <a href="#">Annexure IV – Bidder Response Cover Letter</a>	
6.	Comments on T&C if any from the bidder per <a href="#">Annexure V – Comments on Terms and Conditions, Services and Facilities</a>	
7.	Duly Filled self-declaration as per <a href="#">Annexure VII – Self-Declaration</a>	
8.	Duly filled <a href="#">Annexure VIII – Commercial Bid Format</a>	



### 3.4.2 Commercial Bid

The bidder shall submit the commercial bid as per the format given in **Annexure VIII – Commercial Bid Format**.

**A masked Annexure VIII – Commercial Bid Format should be submitted in Technical offer**

The Commercial Offer should give all relevant price information as per **Annexure VIII – Commercial Bid Format** and should not contradict the Technical Bid document in any manner.

**The premium quoted in the commercial bid shall be inclusive of the TPA charges. No extra payment will be made by “PNBG” other than quoted premium.**

The Company will select the TPA as per their own evaluation process and the insurance company has to abide by the same.

## 4. Bid Evaluation

### 4.1 Opening of RFP

For bids received within the prescribed closing date and time, the Technical Bid will be opened in the presence of bidders' representatives who choose to attend the opening of the offer on the date and time decided by the Company as mentioned in this document; any change shall be informed to bidders through Company's e-mail to the authorized representative. The representatives of bidders' present shall sign a register of attendance.

Only of the bidders, who have been deemed qualified in technical evaluation; commercial bid will be opened on prospective dates which will be communicated through email.

### 4.2 Shortlisting of Bidders

For responses received within the prescribed closing date and time, the Company will scrutinize the offers received to determine whether they are complete and as per the requirements, and also whether all the required documents, as asked for and is required to evaluate the responses have been submitted, whether the documents have been properly signed, etc.

The Company may, at its discretion, waive any minor non-conformities or any minor irregularity in the proposal. This shall be binding on all bidders and the Company reserves the right for such waivers.

Upon receipt of applications (RFP) the same shall be scrutinized and evaluated by the Company and the Company will shortlist / select bidders as per requirement and the same shall be communicated to the bidders. The Company also reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

---



During pre-qualification and evaluation of the proposals, Company may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by "PNBG".

Respondents are not permitted to modify, substitute or withdraw proposals after its submission.

#### **4.3 Commercial Bid Evaluation**

The Company will arrive at L1 bidder on the basis of lowest financial quote.

### **5. Terms and Conditions**

#### **5.1 Period of validity of bids**

The process of bid evaluation, approval and subsequent activities may be assumed to take a reasonable amount of time. Therefore, the bids shall remain valid for 15 Days from the due date of opening of bids (from Due Date) as prescribed by the Company for acceptance. A bid valid for a shorter period shall be rejected by the Company as non-responsive.

#### **5.2 Modifications and withdrawal of bids**

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids.

#### **5.3 Clarification of bids**

A bidder requiring any clarification on this document may notify the Company in writing by e-mail at the email address provided in the "RFP Summary Sheet". Bidders shall send the queries only in the prescribed format specified in [Annexure VI – Query Format](#) mentioned in the document.

No requests for clarification will be accepted by telephone. Company shall respond over email any request for clarification of the RFP document that it receives until the date mentioned in RFP Summary Sheet. Any questions submitted post the clarification submission date shall not be considered by the Company. In no event will the Company be responsible for ensuring that bidder's inquiries have been received by the Company.

#### **5.4 Confidentiality**

The information given in this document is confidential and is for use by the bidder to whom it has been issued. Each party, i.e. the company and the bidder, shall treat the other party's information as confidential and will take necessary steps to prevent the disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order/ Agreement confidential, including the price information.

#### **5.5 Cost and Currency**

The offer must be made in Indian Rupees only.

The total price quoted should be inclusive of applicable duties, levies and charges, GST etc. All costs should be given in Figures and Words. No cost variation will be permitted other than statutory dues (Upward revision of service taxes / GST will be borne by the



## RFP for Group Mediclaim Insurance Policy for Employees of PNB GILTS Ltd. 24-25

Company and benefit of downward revision of taxes shall be passed by the bidder to the company).

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the company or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the company shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

### 5.6 Compliance to Terms and Conditions

It is essential that all the bidders should agree to all the mentioned terms and conditions and they should submit one statement to that effect on the letterhead of the bidder along with the technical bid; otherwise the offer shall be rejected.

### 5.7 Applicable law and jurisdiction of court

This RFP shall be governed in accordance with the Laws of India for the time being in force and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

## 6. Additional Terms and Conditions

### 6.1 General

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

- (a) **Bidder warranties** - By submitting a Response, Bidder represents and warrants to the Company that, as at the date of submission:
- i. the Bidder has fully disclosed to the Company in its Responses all information which could reasonably be regarded as affecting in any way 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. the Bidder has not and will not seek to influence any decisions of PNBG during the evaluation process or engage in any uncompetitive behaviour or other practice which may deny legitimate business opportunities to other Bidders.
  - iv. If selected, Bidder will not seek medical examination of any employee / staff or family members for inclusion in the policy.
- (b) **Confidentiality** - Bidder must keep confidential any information received from or about PNBG as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response.
- (c) This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. PNBG reserves the right to make no selection and enter into no agreement as a result of this RFP.



**RFP for Group Mediclaim Insurance Policy for Employees of PNB Gilts Ltd. 24-25**

- (d) Financial documents- PNBG may request additional financial/business information from the Bidder at its discretion.
- (e) Selection criteria- The selection criteria, inquiries, questions or information put forth in the Response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid. Financial bids of those companies which do not meet the evaluation standard, will not be opened and processed further.
- (f) Termination/or suspension of evaluation process– Company reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs but PNBG is not obliged to provide any reasons.
- (g) Other Rights - Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, PNBG may at any stage of the evaluation process:
  - i. Require additional information from a Bidder;
  - ii. Change the structure and timing of the evaluation process;
  - iii. Terminate further participation in the evaluation process by a Bidder;
  - iv. Negotiate with L1 bidder Bidder;
  - v. Terminate negotiations being conducted with a Bidder;
  - vi. Vary or extend the timetable and evaluation process
- (h) Responsibility for Costs - Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing PNBG with the response, the revised response or any additional information).
- (i) Non-Reliance by Bidder - Bidder, by submitting a Response, acknowledges that:
  - i. it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by PNBG in writing;
  - ii. it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and
  - iii. Information provided in its Responses are based on historical trends does not constitute a representation that such trends will continue into the future or occur again and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.
- (j) PNBG's right to vary–PNBG reserves the right to vary any aspect of this evaluation process, RFP without liability to Bidder. Where PNBG varies any aspect of this evaluation process or the agreement, PNBG shall notify the Bidder of that variation.
- (k) Precedence of Documents - If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.



## RFP for Group Mediclaim Insurance Policy for Employees of PNB Gilts Ltd. 24-25

(l) Governing Laws & Dispute Resolution-The RFP and selection process shall be governed by and construed in accordance with the laws of India.

(m) **Terms:** Your proposal must not have any "Premium / Claims Review" clause.

(n) **Addition, Deletion & Refund:** The premium payment with respect to fresh enrolments during the policy period, would be paid on a pro-rata basis; however, full coverage / benefits will be extended to the employees and their dependents. In event of deletion of any member, the premium will be refunded on the prorata basis subject to no claims.

### 6.2 Bid Cancellation

The Company reserves its right to cancel the bid (fully or partially) in the event of work not done per the mutually agreed terms & conditions.

### 6.3 Blacklisting:

If the bidder fails to perform the obligations as per this RFP and the agreed terms of this RFP, or withdraws his/her bid or his/her performance is found to be unsatisfactory by the Company (PNB Gilts Limited), the Company may at its sole discretion blacklist the bidder from participating in any offer by the Company calling Bids, for a period of 5 years.

### 6.4 Precedence of Documents

If there is any inconsistency between the terms of this RFP and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this RFP, the terms of the RFP will prevail to the extent of any inconsistency.

### 6.5 Resolution of disputes and arbitration

The Company and the bidders shall make every effort to resolve any disagreement or dispute amicably, arising in connection with the contract, by direct and informal negotiation between the designated officer of the Company and designated representative of the bidder. If designated officer of the Company and representative of bidders are unable to resolve the dispute within a reasonable period as deemed fit by the Company, they shall immediately escalate the dispute to the senior authorized personnel designated by the Company and bidders respectively. If the parties fail to resolve the dispute within 7 (seven) days after the commencement of such negotiations, the Company can:

- a) All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof, should be settled by bilateral discussions.
- b) Refer the dispute for arbitration, whereby one Arbitrator each shall be appointed by each party and the third Arbitrator (Umpire) shall be appointed by mutual consent of both arbitrators. This third Arbitrator shall preside over the Arbitration proceedings.
- c) Within thirty (30) days of the receipt of the said notice, the arbitrators shall be appointed in writing.
- d) The Arbitrators shall have its seat in New Delhi or such other place in India as may be mutually agreed to between the parties.



**RFP for Group Mediclaim Insurance Policy for Employees of PNB Gilts Ltd. 24-25**

- e) The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only.
  - f) Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the arbitrator.
  - g) The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.
-

**7. Policy Details****PART – 1**

The policy shall be in the name of PNB Gilts Limited. The terms and conditions of the policy shall be as per detailed in the attached **Appendix – 1**. There shall be a corporate buffer for Rs Twenty lacs for the Policy.

**Information about PNB Gilts Limited (PNBG):**

Sr	Description	Details		
1.	<b>Name of the Insured</b>	PNB Gilts Limited		
2.	<b>Address of the Insured</b>	Corporate Office, 5, Sansad Marg, New Delhi 110001		
3.	<b>GST Number</b>	07AAACP7685B1ZE		
4.	<b>Period of Insurance</b>	From July 20, 2024 – July 19, 2025		
5.	<b>Sum Insured and terms of policy</b>	As per the Details in Appendix – 1		
6.	<b>Corporate Buffer</b>	Rs 20.00 Lacs (Rs Twenty Lacs Only)		
7.	<b>Employee Data ( Employees/ Family)</b>	Total Lives = 204*  Total lives to be covered (As per definition of Family) =204*  * The data is till the date of issue of RFP and may change. The updated data will be provided to the L1 insurance company		
8.	<b>Family Definition</b>	The Scheme Covers Employee + Spouse + Dependent Children . (including step children and legally adopted children), as One family for Floater of Rs.10 lacs (No age limit for dependent children) and 2 dependent Parents as separate family for floater of Rs.5 lacs (No Age Limits for coverage of Dependent Parents).		
9.	<b>New Joinee's</b>	All New Officers / employees to be covered from the date of joining as per their appointment letter. For additions /deletions during policy period, premium to be charged /refunded on pro rata basis.		
10.	<b>Geographical Limits</b>	Treatment taken in India only		
11.	<b>Continuity benefit</b>	Continuity Benefits coverage to employees on retirement till the end of the policy period provided there is no request for refund of premium and continuity next year on payment of premium.		
12.	<b>Last Three years data</b>			
	<b>Description</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
	<b>Number of Families</b>	96	99	97
	<b>Number of Lives Covered (As per definition of Family)</b>	215	230	223
	<b>Claim %</b>	125%	74.90%	127.40%
	+ The data is updated till the issue date of the RFP. The actual data will be shared with the selected insurance company.			





**Other Details**

1. Corporate buffer utilization of policy

Sr	Year	Approximate Claim Amount
1	2022-23	Rs. 1 lac approx
2	2023-24	Rs. 3 lacs approx

Age-Band Wise Distribution of Covered Members				
Employee	Spouse	Child	Parent	Grand Total
59	48	48	49	204

---



## 8. Annexure

### 8.1 Annexure – I - Conformity Letter

(To be submitted on company letterhead)

To,  
The Manager (HR),  
PNB Gilts Limited  
Corporate Office, 4th Floor,  
PNB Building  
Sansad Marg  
New Delhi – 110 001.

Sir,

Sub: - Response to the PNB Gilts Limited for selection of Group Medclaim Insurance Policy for PNB Gilts Limited.

Further to our proposal dated **DD.MM.YYYY**, in response to the RFP document (hereafter referred to as "RFP DOCUMENT") issued by PNB Gilts Limited ("Company") we hereby warrant and confirm that:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document including but not limited to proposed covers, additional covers, limits of insurance, deductibles, additional clauses as **mentioned in the Clause 8 of RFP and the related addenda** and other documents including the changes made to the original documents issued by the Company, provided however that only the list of deviations furnished by us in Annexure V – Comments on Terms and Conditions, Services and Facilities of the main RFP document which are expressly accepted by the Company and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document.

The Company is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Company's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully

Authorised Signatory

Designation

Bidder's corporate name



**8.2 Annexure II – Eligibility Criteria Compliance**

S. No.	Criteria	Documents to be submitted
1	Well established and reputed General Insurance Firms / Companies which are Registered / Issued License by Insurance Regulatory and Development Authority (IRDA).	Copies of valid license issued by IRDAI.
2	The General Insurance Company should have been in the line of business of providing insurance for at least five years.	Self-Declaration of underwriting medical insurance policy in last five years (in <b><u>Annexure VII – Self-Declaration</u></b> )
3	The Applicant (insurance company) should not have been blacklisted / barred / disqualified by any regulator / statutory body in the past 3 years	Self-Declaration (in <b><u>Annexure VII – Self-Declaration</u></b> )
4	The bidder should have experience of managing ONE Group Insurance Policies for at least ONE Public Sector Banks / Government / Semi-Government / PSU/ Govt. Undertaking / Autonomous Bodies for a group size of at least 500 lives per year covered during the last 3 financial years	Copies of relevant Work Orders clearly stipulating the group size



### 8.3 Annexure III – Bidder Details

(To be submitted in this format only)

To,  
Vice President (HR),  
PNB Gilts Ltd.  
4<sup>th</sup> Floor, PNB Building,  
Sansad Marg,  
New Delhi – 110 001.

S. No.	Required Details	Response
<b>General Details</b>		
1.	Name of Insurance Company	
2.	Postal Address	
3.	Telephone, Fax Number, Email Address	
4.	Nature of activity	
5.	Details of ownership	
6.	Holding company or parent company	
7.	Website address (if applicable)	
8.	GST Registration No. (if available)	
9.	Income Tax PAN	
10.	IRDA issued License Number along with Date of Issue and duration of validity	
11.	Number of Branch Offices	
12.	Name, address and telephone number, Email id of the <b>primary contact</b> at your organization for this proposal	
<b>Financial Information</b>		
1.	Annual Turnover (21-22) in INR Crore	
2.	Annual Turnover (22-23) in INR Crore	
3.	Annual Turnover (23-24) in INR Crore	
<b>Company Details for Payment</b>		
1.	Bank Name	
2.	Branch Address along with IFSC code	
3.	Account Number	

**Declaration:**

I hereby declare that I / We have verified the details indicated above and also confirm that all the Information submitted is true to the best of my knowledge.

Authorised Signatory  
Designation along with Bidder's name with seal

**(Bidder Stamp & Signature)**



#### 8.4 Annexure IV – Bidder Response Cover Letter

(To be submitted on company letterhead)

Date:

To,  
Vice President (HR)  
PNB Gilts Limited  
Corporate Office, 4th Floor, PNB Building, 5, Sansad Marg, New Delhi – 110 001.

Dear Sir,

1. Having examined the insurance requirement and Scope Documents including all Annexures / Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide our services for the policies mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your Company in conformity with the said Scope Documents.
2. If our Bid is accepted, we undertake to abide by all terms and conditions of this Scope document.
3. We agree to abide by this Scope Offer for 15 days from last date of submission of bid (Due Date) and our Offer shall remain binding on us and may be accepted by the Company any time before expiry of the offer.
4. This Bid, together with your written acceptance thereof, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the work is allocated to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely 'Prevention of Corruption Act, 1988', and other relevant statutes in this regard.
6. We certify that we have provided all the information requested by the Company in the format requested for. We also understand that the Company has the exclusive right to reject this bid in case the Company is of the opinion that the required information is not provided or is provided in a different format.

Date:

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)



---

**8.5 Annexure V – Comments on Terms and Conditions, Services and Facilities**

(Please note that this is a NO DEVIATION Policy. All the coverages as mentioned in the Appendix – 1 has to be compulsory provided to the Company)

Sr. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)



**8.6 Annexure VI –Query Format**

Queries:

Sr. No.	Page #	Point / Section #	Query	Company's Response (bidder should not fill in this column)
1				
2				
3				
4				
5				
6				
7				
8				
9				

Date:

Authorised Signatory & Stamp

(Name: Contact Person, Phone No., Fax, E-mail)



---

**8.7 Annexure VII – Self-Declaration**

(To be submitted on Bidder's letterhead)

Date:

To,  
Vice President (HR),  
PNB Gilts Limited  
Corporate Office, 4th Floor, PNB Building, 5, Sansad Marg, New Delhi – 110 001.

Dear Sir,

I on behalf of \_\_\_\_\_(bidder's name) declare the following:

- 1) There is no case with the Police / Court / IRDA / SEBI / Regulatory authorities against the proprietor / firm / partner/company/Directors /employee.
- 2) We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department / Public Sector Undertaking / IRDA / SEBI / Autonomous Body / Court etc. during the past 3 years.
- 3) We certify that neither our firm nor any of the partners/ directors is involved in any scam or disciplinary proceedings settled or pending adjudication.
- 4) We hereby undertake and confirm that we have understood the scope of work (insurance cover) properly and shall comply with the terms of engagement.
- 5) We have been underwriting medical insurance policy in India for the last five years.

Date:

Authorized Signatory

(Name: Contact Person, Phone No., Fax, E-mail)





8.8 Annexure VIII – Commercial Bid format

(To be submitted on bidder letter head)

(Please DO NOT SUBMIT this filled ANNEXURE in the technical bid document)

PRICE SCHEDULE

- 1) The Basic Rate to be entered by the bidders including any other charges but excluding GST.
- 2) Addition, Deletion & Refund: The premium payment with respect to fresh enrolments during the policy period, would be paid on a pro-rata basis; however, full coverage / benefits will be extended to the employees and their dependents. In event of deletion of any member, the premium will be refunded on the prorata basis subject to no claims.

GROUP MEDICAL INSURANCE POLICY

Table – 1

Sl. No.	Item Description	Approx Employee Count / Families to be covered	Per Employee Premium Rate without GST	GST %	GST Amount	Per Employee Premium rate with GST	Total Premium cost for all employee without GST	Total Premium Cost for all employees with GST
1	2	3	4	5	6 = 4 x 5	7 = 4 + 6	8 = 3 x 4	9 = 3 x 7
1	Premium Amount for group medical insurance policy for employees of PNBG as per the terms and conditions of RFP							
		Total						Reverse auction will be conducted on the total price under this cell.

L1 will be decided based on the prices as submitted in TABLE – 1 only. The reverse auction will be conducted on the prices of table – 1 only. Please note that the beneficiary count of 204 is approximate. The actual employee and head count will be made available to the selected insurance company.

Premiums quoted above should be valid for a period of 15 days and inclusive of stipulated IRDAI brokerage and TPA charges on insurance policies.

Date:

Stamp and Signature Authorized

Signatory

(Name: Contact Person, Phone No., Fax, E-mail)



**8.9 Annexure IX– Pre Bid Meeting Authorisation letter**

(To be submitted on company letterhead via email)

To,  
Vice President (HR),  
PNB Gilts Limited  
Corporate Office, 4th Floor, PNB  
Building Building,  
5, Sansad Marg,  
New Delhi – 110 001.

Sir,

**Sub: -** Authorisation Letter - Pre Bid Meeting – RFP for Group Mediclaim Insurance Policy for Employees of PNBG

We, \_\_\_\_\_ (name of the company) hereby authorise the following executive from our company to attend the pre bid meeting of the subject RFP.

The details of the authorised personnel is as under;

Sr	Name	Designation	Mobile No	Email ID for VC invite

Kindly send the VC link for pre bid meeting on the above mentioned email id of the authorised personnel.

Yours faithfully,

Authorised Signatory  
(Stamp & Sign)  
Designation  
(Bidder's corporate name)

---

**8.10 Appendix – 1****Group Medical Insurance Scheme for the employees of PNBG****Base Covers:-****In-patient Hospitalisation Expenses Cover**

Room, Boarding and Nursing expenses(per day limit)- 2% of Sum Insured or Actual Expenses Incurred, whichever is less ICU/CCU/HDU(per day limit)- 4 % of Sum Insured or Actual Expenses Incurred, whichever is less  
Mental Illness Cover Limit for Named Illnesses- Not Opted

**Day Care Treatment Cover**

Actual Expenses Incurred

**Pre-hospitalisation Medical Expenses Cover**

Actual Expenses Incurred Number of days-30

**Post-hospitalisation Medical Expenses Cover**

Actual Expenses Incurred Number of days-60

**Road Ambulance Cover**

₹ 2,500.00 or Actual Expenses Incurred, whichever is less

**Domiciliary Hospitalisation Cover**

20% of Sum Insured or Actual Expenses Incurred, whichever is less

**OPD Reimbursements**

Rs.50,000/- per family

**Donor Expenses Cover**

Actual Expenses Incurred

**Modern Treatment Methods & Advancement in Technology with no sub limits**

Sr. No.	Modern Treatment Methods Advancement in Technology
1	Uterine Artery Embolization & High Intensity Focused Ultrasound (HIFU)
2	Balloon Sinuplasty
3	Deep Brain Stimulation
4	Oral Chemotherapy
5	Immunotherapy-Monoclonal Antibody to be given as injection
6	Intra vitreal Injections
7	Robotic Surgeries (Including Robotic Assisted Surgeries)
8	Stereotactic Radio Surgeries
9	Bronchial Thermoplasty
10	Vaporisation of the Prostate (Green laser treatment for holmium laser treatment)
11	Intra Operative Neuro Monitoring (IONM)
12	Stem Cell Therapy: Hematopoietic Stem Cells for bone marrow transplant for haematological conditions to be covered only

**RFP for Group Mediclaim Insurance Policy for Employees of PNB Gilts Ltd. 24-25****Maternity Expenses Cover**

Waiting Period	Maximum number of deliveries	Normal Amount Limit	Caesarian Amount Limit
Waived	2	100,000.00	125,000.00

Optional Covers:-

Cover Name	Cover Limit
Corporate Buffer	₹ 2,000,000.00

Other Special Condition Details:

SL. No.	Other Special Conditions
1	AT THE INCEPTION OF THE POLICY, TOTAL Employees : 89/total Lives : 204, Family comprising of self, spouse and 2 dependent children are covered for Rs 10 lac on floater basis for all employees existing as well as retirees. Parents of the employees are also covered for separate family for Rs. 5 lacs on floater basis. Parents are to be considered as separate family. Room rent-2% of SI, ICU-4% excluding nursing charges. Ambulance charges Rs. 2500/- per hospitalization per person, Hospital daily cash allowance Rs. 1000/- per day max upto Rs. 10,000/- per family per policy period is covered. Cataract, Hernia and Hysterectomy- No Capping. Domiciliary treatment expenses upto 20% of Sum Insured for treatment of such diseases which do not require hospitalisation and can be treated at home. Especially in view of the recent conditions of non-availability of hospital beds. PED are covered, No co-payment, Maternity benefit- Rs.1 lac for normal, and Rs.1.25 lacs for cesarean per child max upto 2 children all newborns are covered from day 1 against additional premium. .Following specified major surgeries - 1 cardiac, 2 cancer, brain tumor, pacemaker implantation for sick sinus syndrome, hip replacement , knee joint replacement max of Rs.8.50 lacs, Corporate buffer for Rs. 20.00 lacs, Inclusion of latest technology like Femto technology for Cataract and Rotablation technieque for Coronary Angioplasty(subject to reasonable customary clause).

**Waiting Periods:**

Pre-Existing Disease Waiting Period: waived.

Initial Waiting Period for Hospitalisation: Waived.

Specific Illness Waiting Period: Waived.