



TELANGANAGrameenaBank

(Sponsored by State Bank of India)
Head Office, # 2-1-520, 2nd Floor, Vijayasri Sai Celestia, Street No.9,
Shankermutt Road, Nallakunta, Hyderabad, Telangana – 500 044.

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NOTICE INVITING TENDER (NIT) : NO.PER/01/2024-25, DATED: 08.04.2024.

GROUP MEDICLAIM POLICY FOR STAFF OF TELANGANA GRAMEENA BANK:2024–25

Sealed tenders are invited for renewal of Group Medclaim Insurance Policy of TGB's Existing Staff and dependents from IRDAI (Insurance Regulatory Development Authority of India) registered Public Sector Insurance Companies in India.

S.No	Particulars	Date	Time
1	Issue of Tender Document	08.04.2024	05.00 PM
2	Query by Insurance Company (through e-mail only)	15.04.2024	05.00 PM
3	Issue of Clarification on query raised	16.04.2024	05.00 PM
4	Bid Submission	24.04.2024	02.00 PM
5	Bid Opening – Technical	24.04.2024	03.00 PM
6	Bid Opening – Financial	24.04.2024	04.00 PM

Yours faithfully,

General Manager – I,
Telangana Grameena Bank,
H.No.2-1-520, 2nd Floor, Vijayasri Sai Celestia,
Street No.9, Shankarmutt Road, Nallakunta,
Hyderabad, Telangana State –500044.

INTRODUCTION

The Bank was established by amalgamating four RRBs Sponsored by State Bank of Hyderabad, Viz. 1) Sri Saraswathi Grameena Bank, Adilabad, 2) Sri Satavahana Grameena Bank, Karimnagar, 3) Sri Rama Grameena Bank, Nizamabad and 4) Golconda Grameena Bank, Ranga Reddy (Hyderabad).

The Govt. of India vide its Gazette No.SO.2718(E) dated 20th October, 2014 amending the notification of Government of India, Ministry of Finance, DFS.No.SO.385(E) dated 24th March,2006 changed the name of "Deccan Grameena Bank" as "Telangana Grameena Bank" covering the area of operation of the Bank in Adilabad, Karimnagar, Nizamabad, Rangareddy, Hyderabad, Warangal, Khammam, Nalgonda, Mahaboobnagar and Medak districts of Telangana state. The bank is now operating in erstwhile five districts only i.e., Adilabad, Karimnagar, Nizamabad, Rangareddy and Hyderabad in the State of Telangana.

After amalgamation of the Associate Banks of State Bank, our sponsor bank has been changed from State Bank of Hyderabad to State Bank of India. The Authorized share capital of the Bank is Rs.2000 Crores. The paid-up capital is Rs.18.07 Crores which is contributed by Government of India, Sponsor Bank i.e. State Bank of India & Government of Telangana in the ratio of 50:35:15 respectively.

OBJECTIVE

Sealed Tenders are invited by Telangana Grameena Bank (Herein after called as TGB) for the Group Medclaim Policy for Existing Staff and their dependants. The Bank has authorized **M/s.Anand Rathi Insurance Brokers Limited** to solicit proposals through a two-stage bidding process (comprising of Technical and Financial Bids) from IRDAI licensed Public Sector insurance companies operating in India.

1	Name of Work	Renewal of Group Medclaim Insurance Policy of Bank's Existing Staff and their Dependent Family Members (1+5)
2	Tender Details	For details of RFQ, terms and conditions (Annexures) and other Information and queries pertaining to the policy, please collect the detailed Tender Documents from Mr. P.Hari Gopal, Chief Manager (Personnel)/ Mr. Vineeth Singh (Vice President, M/s.Anand Rathi Insurance Brokers Ltd.) as per contact Details Mentioned Below.
3	In case of any Query Contact Person Details:	Mr. P.Hari Gopal, Chief Manager (Personnel), Telangana Grameena Bank, Email id: cmper@tgbhyd.in Mr. Vineeth Singh, Vice President, M/s.Anand Rathi Insurance Brokers Ltd., Mobile: 9133300071 Email id: vineethsingh@rathi.com
4	Validity period of the tender	30 Days from the date of opening of the Tender
5	Mode of Payment	Online



GENERAL INFORMATION FOR BIDDING DOCUMENT

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

ii. Content of Bidding Document

a) The bidding document provides overview of the requirements, bidding procedures and contract terms. It includes introduction, instructions to Bidder, and Terms & conditions of Contract, Eligibility Criteria, and Financial Bid. The bidder must conduct its own investigation and analysis regarding any information contained in this NIT & RFQ document, its meaning and impact of that information.

b) The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid. TGB has made considerable effort to ensure that accurate information is contained in this NIT & RFQ and is supplied solely as guideline for Bidders. Furthermore, during the NIT & RFQ process, TGB has disclosed or will disclose in the NIT & RFQ and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this NIT & RFQ or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this NIT & RFQ or any addenda.

iii. Clarifications & Amendments

a) If deemed necessary, Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarifications of the bid.

b) At any time prior to the deadline for submission of bids, TGB reserves the right to modify the bidding document.

c) Any clarification issued by TGB will be in the form of an addendum/ corrigendum and will be provided to the insurance companies upon their request. The amendment will be binding on all bidders. TGB, at its discretion may extend the deadline for submission of bids in order to allow prospective bidders areas on able time to take the amendment in to account.

d) Interested persons collecting this NIT & RFQ for submission of their Bids are requested to provide their e-mail address to the Bank to enable the Bank to email any subsequent amendment / modification to the NIT & RFQ. However, non receipt of any such e-mail or the failure of the Bank to send any such email shall not affect the validity of such amendment / modification.



BANK'S RIGHTS/ TERMS & CONDITIONS

1. TGB reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
2. TGB reserves the right to relax/ amend/ withdraw any of the terms and conditions contained in the tender document without assigning any reason thereof.
3. TGB reserves the right to modify/ change/ delete/ add any further terms and conditions prior to issue of purchase order.
4. The Bidder's Quotation must contain all the Annexures (I to V) mentioned above and agrees to accept all the Annexures of RFQ, its accompanying Annexures including wordings in totality. Any conditional Bid may not be accepted.
5. The Quotation must be submitted by Authorized personnel of the Insurance Company and should reach to TGB before the time of bid submission.
6. The rate/ commercial/ technical offer of the bidder should remain valid for 30 days. The L-1, L-2 and L-3 offer will be evaluated on the basis of the premium quote.
7. The Bank reserves its right to implement QCBS Selection process as per Manual of Procurement of Consultancy and other services 2017 issued by Government of India, Ministry of Finance Department of Expenditure.
8. On implementation of Point No.7 above, the final selection of the insurer will happen based on QCBS rating considering both for technical and financial bid.
9. Bids which are late/ vague/ conditional/ incomplete/ not confirming to the laid down procedure in any respect may be rejected.
10. In case of differences arising in the terms and conditions of the tender documents with the term(s), the decision of the TGB shall prevail.
11. Arbitration - All disputes and differences which may arise between the TGB and the Insurance Company shall be referred to Chairman of TGB whose decision shall be binding on all concerned.
12. TGB reserves the right to cancel or postpone the tender at any stage without assigning any reason.
13. TGB may issue corrigendum to tender document before due date of submission of the bid. The bidder is required to read the tender document in conjunction with the corrigendum if any issued by TGB.
14. Winning Bidder shall ensure that the Policy is issued incorporating all the terms, conditions & coverages as per the RFQ and Medical scheme as in Annexures-I, II, III, IV & V.



BID SUBMISSION:

The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and the Bank must be written in English. All the submissions under this should be supported by necessary documentary evidence, as may be applicable:

- i. A letter on bidder's letter head mentioning Inter-alia;
- ii. Certifying that the period of the validity of the bid is 30 days from the last date of submission of bid;
- iii. Confirming that the bidder has quoted for all the items/ services mentioned in the bid in their financial bid;
- iv. The financial proposal shall not include any conditions attached to it and any such condition attached to the financial proposal shall be liable for rejection. The proposal should also indicate specific mile stones and deliverables for raising bills for part payment subject to other conditions. Payment will be made after deducting Tax Deductible at Source as per applicable Tax Laws. Please note no additional expenses would be paid for the personnel coming from abroad.

BID PRICES

The prices should be specified only in Annexure VI of the "Financial Bid" and must not be specified at any other place in the bid document. The quotes, prices and taxes & statutory levies such as Service Tax/ VAT/ Sales Tax/ GST/ Octroi, etc. should be specified separately.

Validity of Bids

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

Bid Compliance:

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

Bid Currency

Prices shall be expressed in Indian National Rupees only.

Modification and Withdrawal of Bids

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



USE OF CONTRACT DOCUMENTS & INFORMATION

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

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

TERMINATION OF CONTRACT

The Bank alone shall have the right to terminate the contract with the selected bidder at any time during the contract period, by giving a written notice of at least one month, for any valid reason, including but not limited to the following reasons:

- a) Laxity in following standards laid down by the Bank
- b) Excessive delay (over 6 weeks) in execution of orders placed by the Bank
- c) Discrepancies / deviations in the agreed processes
- d) Violation of terms & conditions stipulated in this NIT & RFQ

The selected bidder shall not have the right to terminate the contract or to demand any damages on account of termination of the Contract by the Bank.

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

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

DISCLAIMER

i. The information contained in this NIT & RFQ document issued for the eligible and interested bidders or any of their Employees / Directors, is provided on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. The purpose of this NIT & RFQ document is to provide the Bidder(s) with information to assist the formulation of their Proposals.



ii. This NIT & RFQ is not an offer by the Bank, but an invitation for responses to the issues pertaining to Family Floater Group Mediclaim Policy (GMC) for Existing Staff of TGB & their Dependants. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the NIT & RFQ process unless and until a formal Contract is signed and executed by duly authorized officers of the Bank and the finally selected Bidder.

iii. The Bidders, by accepting this document, agree that any information contained here in may be superseded by any subsequent written information on the same subject made available to the recipient or any of their respective officers or published in the Bank's website. It is also understood and agreed by the Bidder/s that decision of the Bank regarding selection of the Bidder will be final and binding on all concerned. No correspondence in this regard, verbal or written, will be entertained.

iv. The Bank reserves the right to amend, modify, vary, add, delete, accept or cancel, in part or full, any condition or specification of all proposals / orders / responses, without assigning any reason there of before evaluation of technical bids. Each Bidder shall be entirely responsible for its own costs and expenses that are incurred while participating in the NIT & RFQ, presentations and contract negotiation processes.

v. The Bank reserves the right at the time of award of contract to increase or decrease, the scope of work without any change in price or other terms and conditions.

vi. Notwithstanding anything contained in the NIT & RFQ Document, the Bank reserves the right to accept or reject any response and to annul the process and reject all responses at any time prior to execution of the agreement with the Bidder to whom the contract is finally awarded, without there by incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's decision.

The Bank reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.

viii. It shall be the duty and responsibility of the Bidders to ensure themselves about the legal, statutory and regulatory authority, eligibility and other competency of them to participate in this NIT & RFQ and to provide any and all the services and deliverables under the NIT & RFQ to the Bank. An undertaking should be submitted by the bidder to this effect.

ix. Subject to any law to the contrary, and to the maximum extent permitted by law, TGB and its Directors, officers, employees, Consultants, agents, and advisors disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this NIT & RFQ document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of TGB or any of its officers, employees, Consultants, agents or advisors.

Bidder Eligibility Criteria:

1. The bids received from the bidders meeting the criteria specified as under will be considered for evaluation:
2. The Bidder/ Insurance Company. should be a Public Sector Insurance Company registered under Insurance Regulatory and Development Authority of India (IRDAI)



3. The Bidder/ Insurance company should have been in operations for un interrupted 10 financial years or more in India as on March 31, 2024.
4. Bidder/ Insurance Company having profitable three financial years of operation since 2006.

Tender Procedure for Submission:

Sealed Envelopes A & B (as stated below) to be placed in a single cover (sealed) and super scribed as **“Tender for Group Medical Insurance Policy for TGB Existing Staff and their Dependent Family Members”** The sealed envelope should be dropped in the tender box placed in the office before the Tender due date and time. Those who send the tender documents by post, have to ensure that the documents reach the office on or before the prescribed time & date. The Bank will not take any responsibility under any circumstances for courier/ postal delays, if any.

ENVELOPE ‘A’:

This envelope should contain Technical Bid

- Annexure I : Declaration of acceptance from the Bidder
- Annexure II : Request for Quotation
- Annexure III : Medical Scheme for the Officers/ Employees of TGB
- Annexure IV : List of Diseases to be covered under Domiciliary Treatment
- Annexure V : List of Diseases to be covered under Day Care Procedures.

And super scribed as **“Technical Bid for Group Medical Insurance Policy for TGB Existing Staff and their Dependent Family Members”**

ENVELOPE ‘B’:

This envelope should contain only the Financial Bid

- Annexure VI : The Price Bid stating the Premium quoted

And super scribed as **“Price Bid for Group Medical Insurance Policy for TGB Existing Staff and their Dependent Family Members”**.

Qualification requirements:

- Only IRDAI (Insurance Regulatory Development Authority of India) registered Public Sector Insurance Companies are eligible to participate in the Bid.

GENERAL MANAGER-I

