



TELANGANA GRAMEENA BANK

(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.

Website: www.tgb.bank.in
E-mail: hod.pnhr@tgb.bank.in

Mobile: 94910 41909

TENDER NO.TGB/FA/2025-26/08

Date : 17.09.2025

NOTICE INVITING TENDER (NIT)

NAME OF THE WORK: EXISTING & RETIRED STAFF GROUP MEDICLAIM POLICY UNDER MEDICAL INSURANCE SCHEME

Request for Quotations invited from IRDAI Registered Public / Private Sector General Insurance Companies for Tailor made Group Mediclaim Insurance Policy for existing Staff members & Retirees of Telangana Grameena Bank (TGB).

The Bank has empanelled the following two insurance brokers:

- i) M/s. Anand Rathi Insurance Brokers Limited.
- ii) M/s AON Risk Insurance Brokers Pvt. Ltd.

The two brokers are authorized to solicit quotations through a two phase bidding process as detailed in this RFQ.

1	Name of the work and category	Group Mediclaim Insurance of Bank's 1. Existing Staff and their Dependent Family members. 2. Retired Staff with dependent spouse/ Family Pensioners.
2	Cost of application/ tender document.	Free of Cost.
3	Tender Details:	For details of RFQ, terms and conditions and other Information and queries pertaining to the policy, please contact either our empanelled Brokers or visit our website https://tgb.bank.in/
4	Tender Floated on	17.09.2025
5	Place & Address for submission of tender	General Manager – I, Telangana Grameena Bank, H.No.2-1-520, 2nd Floor, Vijaya Sri Sai Celestia, Street No.9, Shankermutt Road, Nallakunta, Hyderabad, Telangana State – 500044.

6	Contact person/telephone no: (In case of any Queries)	<p>Mr. Sushant Kumar, AGM(Personnel), Telangana Grameena Bank, Head Office, #2-1-520, 2nd Floor, Nallakunta, Hyderabad - 500044, Mobile No. 9491041909 email id: hod.pnhr@tgb.bank.in, hod.snfa@tgb.bank.in</p> <p>Mr. Gopi Krishna Gandla Assistant Vice President Anand Rathi Insurance Brokers Ltd., Tel No: +91 7506936093 email id: gopigandla@rathi.com</p> <p>Mr. Manoj Kumar Senior Vice President AON Risk Insurance Brokers Pvt. Ltd., Tel No: +91 9000141502. email id: manoj.kumar@aon.com</p>
7	Date and Time for Submission of Tender	Up to 08.10.2025 at 02:00 PM
8	Date and Time of opening of Technical Bid	08.10.2025 at 03.00 PM
9	Date and Time of opening of Price Bid	08.10.2025 at 04.00 PM
10	Terms of payment of Bills, if any. Specify the minimum value of work for payment of running account bills.	One Single payment
11	Validity period of the tender.	60 Days.
12	Taxes	Premium Rates quoted should be Excluding GST and GST will be paid by the bank.
13	Mode of Payment	Payment will be made through Electronic mode only.
14	Insurance Broker	i) M/s. Anand Rathi Insurance Brokers Limited ii) M/s AON Risk Insurance Brokers Pvt. Ltd.
15	Third Party Administration	TPA charges shall be borne by the Insurance Company. However, if the Insurance company has multiple TPAs, the choice of selection shall be given to the Bank. Decision shall be taken after finalization of Insurance Company.

16	Plan design for Policy issuance	<p>The Policies shall be issued as below :</p> <p>1. TGB's - Existing Staff and their Dependent Family Members.</p> <p>2. TGB's - Retired Staff with dependent spouse/ Family Pensioners.</p> <p>Hence two separate policies for Employees, Retired Employees, should be issued.</p>
----	---------------------------------	--

The Bank has authorized the two insurance brokers for assisting the Bank in pre-placement, placement and post placement services of insurance policies and other related works.

Bank is in process of selecting insurance company through a bidding process (comprising of Technical Bid and Financial Bid) from IRDAI Registered Public / Private Sector General Insurance Companies operating in India for Group Mediclaim Insurance Policy for its Existing & Retired Staff Members.

Tender Procedure for Submission of Bids:

ENVELOPE 'A' : This envelope to be placed with below mentioned Annexure's and super scribed as **"TECHNICAL BID for Tailor made GMC Insurance Policy for TGB's i. Existing Staff and their Dependent Family Members & ii. Retired Staff with dependent spouse/ Family Pensioners"**.

- Annexure I : Declaration of acceptance from the Bidder.
- Annexure II : Request for Quotation.
- Annexure III : Medical Scheme for the Existing & Retired Staff Members
- Annexure IV : List of Diseases to be covered under Domiciliary Treatment.
- Annexure V : List of Diseases to be covered under Day Care Procedures.
- Annexure VI : Self-Declaration.

ENVELOPE 'B': This envelope should contain only the Price Bid and super scribed as **"PRICE BID for Tailor made GMC Insurance Policy for TGB's i. Existing Staff and their Dependent Family Members & ii. Retired Staff with dependent spouse/ Family Pensioners."**.

- Annexure VII : The Price Bid stating the Net Premium quoted.

The Price Bid shall be submitted by the participating companies through at least one of the two empanelled brokers.

Sealed Envelopes A & B (as stated above) to be placed in a single cover (sealed) and super scribed as **"Tender for Tailor made Group Mediclaim Insurance Policy for TGB's i. Existing Staff and their Dependent Family Members & ii. Retired Staff with dependent spouse/ Family Pensioners."**. The sealed envelope should be dropped in the tender box placed in our Head 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.

Eligibility Criteria:

S No	Parameters	Documents required
1	IRDAI (Insurance Regulatory Development Authority of India) registered Public/Private Sector General Insurance Companies are eligible to participate in the Bid.	Copies of valid license issued by IRDAI.
2	The Insurance Company should have been in the line of business for at least five years.	Self-Declaration of underwriting medical insurance policy in last five years. (Annexure VI – Self-Declaration).
3	<p>The insurance company should not have been penalized/ blacklisted/ barred/ disqualified by any regulator/ statutory body in the past 3 years as on date of tender and submission of Tender.</p> <p>Note: Participating insurance companies must disclose any penalties imposed by IRDAI or any other regulatory authority. The Bank reserves the right to take an appropriate decision based on such disclosures/ penalties. However, this will not be any bar on insurance company from participating in the tender or bid.</p>	Self-Declaration (in Annexure VI – Self Declaration).

Desirable Criteria:

S No	Parameters	Documents required
1	Preference will be given to the bidder having experience of managing Group Insurance Policies for Public Sector Banks / Public Sector Undertakings for a group size of at least 10000 lives per year covered during the last 3 financial years.	Copies of relevant Work Orders clearly stipulating the group size.

Terms and conditions:

1. The Bidder has to submit the relevant & readable files completely duly signed including covering letter as indicated in the tender document (including issued corrigendum if any). In case of any irrelevant or non-readable files, the bid may be rejected.
2. Bidders are invited to submit their quotations in accordance with the enclosed Request for Quotation (RFQ) terms.

3. Bidder shall sign stamp and seal each and every page of the original bid documents including all annexures. The authorization to sign bid form shall be in any other form evidencing that the signatory has been duly authorized to sign.
4. Bidders shall mention their valid email address and mobile numbers which shall be used for any communication.
5. The Bank reserves the right to reject any or all offers without assigning any reason.
6. The Bank 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 Telangana Grameena Bank Website (<https://tgb.bank.in/>). The bidder is required to read the tender document in conjunction with the corrigendum, if any issued by TGB.
7. The copy of this document may be downloaded from the Bank website free of cost.
8. Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFQ signifies your agreement to treat the information as confidential.
9. All communication with regards to this request for quotations needs to be directed to TGB directly while keeping any or all of the brokers in copy of all these communications at the email addresses mentioned above.
10. TGB reserves the right to relax/ amend/ withdraw any of the terms and conditions contained in the tender document at any stage of the Tender process without assigning any reason thereof.
11. The bidders should agree to all the above-mentioned terms and conditions and they should submit a statement to that effect on the letterhead of the bidder along with the technical bid; otherwise the offer shall be rejected. These tender wordings supersede all the in-house wordings of the Insurance company. The Technical bid will be opened first. The Price bids of the Companies, whose Technical bids are disqualified, will not be opened.
12. Bidder should submit quote as per **Annexure VII** only.
13. During the tender opening one authorized representative of the bidder may be present.
14. The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be

completely filled. No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given in this document, are liable for rejection. Correct technical information of the insurance product being offered must be filled in. Filling in of the information using terms such as “OK”, “accepted”, “noted” may not be acceptable. The bank may treat offers not adhering to these guidelines as unacceptable.

15. Period of validity of Bids: The Rate / Commercial / Technical Offer of the bidder should remain valid for 60 days from the due date of submission of bids. The bidder should ensure that all necessary approvals from their Regional Offices/Head Offices/Competent Authority obtained before bidding. TGB is well within their right to seek those approvals in case a bidder is selected as L1. In case the bidder is unable to provide the same, TGB reserves the right to reject the L1 bidder.
16. Bids which are late/ vague/ conditional/ incomplete/ not confirming to the laid down procedure in any respect will be rejected summarily.
17. In case of any inconsistency between the terms of this RFQ and any of its appendices, annexures or attachments then, unless the contrary is explicitly stated in this RFQ, the terms of the RFQ will prevail to the extent of any inconsistency.
18. **Arbitration** – All disputes and differences which may arise between the TGB and the Insurance Company shall be referred to the Chairman of TGB, whose decision shall be final and binding on all parties concerned.
19. TGB reserves the right to cancel or postpone the tenders at any stage without assigning any reason.
20. The bidders are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive price while submitting price bid. However, in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the tender will be awarded to the lowest bidder.
21. Successful bidder confirms and shall ensure to cover the medical scheme for Existing & Retired employees and their dependents as provided in Annexures- III, IV & V in conjunction with the RFQ in Annexure II.
22. Successful Bidders shall enter into agreement with the Bank which will be termed as Service Level Agreement and the terms and conditions of the RFQ shall be treated as part of SLA.
23. **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.
24. **Bid Currency** : Prices shall be expressed in Indian National Rupees only.
25. Bidders should quote the rates and the total amount both in figures and in words. The amount for each item must be calculated and the requisite totals provided. The rates in

an item-rate tender must be written accurately in both figures and words to ensure there is no discrepancy.

26. 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.

27. 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 thereof 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 seat and venue of arbitration shall be at Hyderabad and the arbitration proceedings shall be conducted in the English language. 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.

Sd/-
(S Sankara Rao)
General Manager – I
Date: 17.09.2025.