

**Tender Documents**  
**For**  
**Group Term Life Insurance for**  
**Sarva Haryana Gramin Bank Employees**

Last Date and Time of submission of bids : **11/04/2025 up to 2:00 pm**

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## 1-Bid Document

**Insured: Sarva Haryana Gramin Bank (SHGB)**

**Policy: Group Term Life Insurance policy of SHGB Employees for 23<sup>rd</sup> April 2025- 22<sup>nd</sup> April 2026**

Sarva Haryana Gramin Bank invites bid for Group Term life Insurance Policy from Life insurance companies registered with IRDA through Marsh India Insurance Broker (Marsh), which has appointed by Bank. The interested insurance companies may submit their bid to the GEM Portal as per the Bid instructions.

- **The complete bidding process will be managed through GEM Portal only.**
- **Addendum/Corrigendum, if any, to this tender will be published on Bank's website only.**
- **No Physical Document will be required to be submit to Bank.**

## 2-DISCLAIMER

The information contained in this Bid Document is provided to the Bidder(s) on the terms and conditions set out in this BID document. The BID document contains statements and information that is believed to be true and reliable as on date of issue of BID DOCUMENT but does not support to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine their participation or to enter into a contract or arrangement with Bank in relation to the provision of services.

The BID DOCUMENT is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of duly notified selection process and appropriate documentation between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the BID DOCUMENT process unless and until a formal contract is signed and executed by duly authorized officers of Sarv Haryana Gramin Bank with the Bidder. The purpose of this BID DOCUMENT is to provide the Bidder(s) with information to assist the formulation of their proposals.

This BID DOCUMENT does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this BID DOCUMENT and where necessary obtain independent advice. Sarv Haryana Gramin Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this BID DOCUMENT. Sarv Haryana Gramin Bank may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this BID DOCUMENT.

## 3- Bid Details in brief

Item	Details
Last date of Query Submission on or before	Within 7 days of tender published date
Last date of Bid Submission	As specified in GEM Portal
Opening of the Technical Bid	As specified in GEM Portal
Opening of the Financial Bid	On Qualification of Technical Bid

IEMs of Bank are :-

- a) Sh. Satish Chander; E-mail ID: [satishchander.adg@gmail.com](mailto:satishchander.adg@gmail.com)
- b) Sh. Jagdeep Kumar Ghai; E-mail ID: [jkghai@gmail.com](mailto:jkghai@gmail.com)

#### 4 Bid Validity

The Bid should kept valid for 60 days from the date of opening of financial bid.

#### 5- Bank's Profile:

Sarva Haryana Gramin Bank came into existence after amalgamation of 2 RRBs namely Haryana Gramin Bank, Head Office, Rohtak (Sponsored by Punjab National Bank ) & Gurgaon Gramin Bank, Head Office, Gurgaon (Sponsored by Syndicate Bank ) vide notification dated 29.11.2013. At present, the Head Office of the Bank is at Rohtak. Sarva Haryana Gramin Bank operates in all **22** Districts of Haryana State. Sarva Haryana Gramin Bank is having **690** Branches all over Haryana.

The detail of administrative offices and branches as under-

<b>Sarva Haryana Gramin Bank (As on 28.03.2025)</b>	
Head Office	1
No. of Regional Offices	11
No of Branch Offices	690
Back Office	1
Currency Chest	2
No of Employees	3652

## 6- Contact SPOC details:

In case of any additional clarification, feel free to connect the following persons

<b>From <u>Sarva Haryana Gramin Bank</u></b>		
Mrs. Sonia	Hohrdshgb@shgbank.co.in	+91 9996176400
Mr. Pawan	Hohrdshgb@shgbank.co.in	+91 8571806047
<b>From <u>Marsh India Insurance Broker Pvt Ltd</u></b>		
Mr. Pradeep Sirola	<a href="mailto:Pradeep.sirola@marsh.com">Pradeep.sirola@marsh.com</a>	+91 897-683-5578
Ms. Jyoti Upadhyay	<a href="mailto:Jyoti.upadhyay@marsh.com">Jyoti.upadhyay@marsh.com</a>	+91 959-976-3197
Mr. Sulabh Gandhi	<a href="mailto:Sulabh.gandhi@marsh.com">Sulabh.gandhi@marsh.com</a>	+91 999-981-9327

## 7- Objectives of the BID Document:

Bank intends to take Group Term life Insurance Policy for all employees. The sum-insured values along with policy terms has stated in this document for the annual policy period **23<sup>rd</sup> April 2025- 22<sup>nd</sup> April 2026**.

SHGB intends to issue this document, hereinafter called BID DOCUMENT, to eligible Insurance Companies in India, hereafter called as "Bidders", to participate in the competitive bidding.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

SHGB/Marsh India Insurance Broker Pvt Ltd assume no liability or liability for any cost the bidder may incur in responding to this BID DOCUMENT including travel costs, attending meeting etc.

**Note: Any bid received after the target date of the receipt of bids prescribed in GEM Portal, will not be accepted by the Portal. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid.**

## 8- Policy Terms:

1. **Insured Name** : **Sarva Haryana Gramin Bank**
2. **Communication Address** : SHGB House, Plot No 1, Sector- 3, Rohtak, Haryana -124001
3. **Period of Insurance** : 23<sup>rd</sup> April 2025 –22<sup>nd</sup> April 2026 (1 year)
4. **Geographical Area of Risk** : **24 hours / Worldwide\***
5. **Coverage of total Sum Insured** : As per detail provided in point no. 8
6. **Nature of work** : Engaged in various activities of banking
7. **Description of persons covered** : All the Employees of the Bank including those on deputation to other organization will be covered under the policy.
8. **Sum Insured** : Officer Category : Rs. 20,00,000  
Office Assistant/ Attendant Category: Rs. 10,00,000
9. **AAW (Active at work Clause)** : Waived off
10. **Free Cover Limit** : Maximum Sum Insured Limit (upto Rs. 50,00,000)

- if any country which has been excluded by bidder/ insurance co. Please mention the name of country.

**Territory & Jurisdiction:** The policy's territory and jurisdiction shall be worldwide, and the policy period is 01 year from the date of inception.

**Definition of Death:** All types of death to be cover for insured lives from day one of the policy including death due to Terrorist activity/Suicide/ Murder/ any type of Accident/ Natural calamity etc.

**9- Mortality History of last 5 years:**

Financial Year	Count of Death
2020-2021	07
2021-2022	18
2022-2023	04
2023-2024	06
2024-25 (as on 28.03.2025)	04

**10 -Cadre wise employee and sum insured Summary :**

	CADRE	Count of Employee	Total Sum insured
<b>AS on dated 28/03/2025</b>	Officer Category	2319	Rs. 4,63,80,00,000
	Office Assistant/ Attendant Category	1333	Rs. 1,33,30,00,000
<b>Grand Total Sum Insured</b>		3652	Rs. 5,97,10,00,000



### 11-Special Conditions:

- 11.1 Addition and Deletion to be allowed on prorata basis including GST on monthly basis.
- 11.2 Premium payment to be strictly adhere to sec 64VB of the Insurance Act.
- 11.3 The insurance company shall on receipt of a complete set of documents, process the Claim. Any deficiency / additional requirement in the documents submitted shall be sought by the insurance company within 10 working days of receipt of claim documents. All the documents being in order, the insurance company will settle the claim within 15 working days from the date of receipt of documents to insurance co.
- 11.4 No claim should be rejected by the insurer unless it has decided in a tripartite meeting of The Insurer, the appointed broker, and the Bank.
- 11.5 The policy would not be a limited liability policy.
- 11.6 All other terms and conditions of the policy will be as per the standard GTL policy of the Company and in conformity with IRDA guidelines.
- 11.7 The effective date of the policy will be from 23<sup>rd</sup> April 2025 –22<sup>nd</sup> April 2026
- 11.8 The Insurance cover will be valid for a period of one year subject to the renewal there of policy will be for existing employees of SHGB.
- 11.9 The Term life cover will be available even in case of death in a terrorist/Naxalite Action/mob violence/riot.
- 11.10 Bank reserve the final right to vary/add/reduce the insurance cover for the different Variant even after submission of quotations by the Insurers.
- 11.11 No claim should be denied / rejected because of delay in intimation / document Submission.
- 11.12 The policy will remain in force for the entire policy period. The Insurance Company will not cancel the policy midway until its expiry date.
- 11.13 All claims should be settled on scanned copy basis, insurer should waived off physical submission of claim related documents.
- 11.14 Changes in Sum Insured due to any reason, multiple times should be expected or allowed during the policy year subject to the SHGB management discretion.

## 12-Claim Documents Criteria –

### 12.1- Listed Claim documents to be provided by the bank to the insurance company:

- 12.1.1 Claim Form
- 12.1.2 Employee' last salary slip or certificate by the bank of staff declaring the staff in service.
- 12.1.3 Attested copy of Death Certificate by bank.
- 12.1.4 Letter from Bank certifying the name of the nominee as per bank records.
- 12.1.5 **No other documents will be asked other than mentioned above**

### 12.2- Waiver of requirements of following documents for claim processing in policies:

- 12.2.1 Waiver of police FIR / Punchnama / Visra Report for any nature of claim including Naxalite/terrorist attack/mob violence/riots in the Policy.
- 12.2.2 Detailed cause of the accident as certified by medical practitioner.
- 12.2.3 Statement of Witness.
- 12.2.4 In case of any discrepancy/mismatch of name & age of the employee under various claims documents, the information/details mentioned in the bank records will be considered final for the claim processing.
- 12.2.5 Any Error in the name/age should be accepted during the claim/monthly endorsement.
- 12.2.6 Hard/ Physical Copy of the Claim Documents.

## 13- Voluntary Top-up Policy:

The Bidders should also mandatorily extend a Voluntary Top-up cover over and above the Base Group Term Life Insurance policy that is being purchased by the Bank on the same terms and conditions. The premium of Voluntary Top-Up cover will be borne by the individual employee. The bidder should offer 3 option to employee under Voluntary Top-up as mentioned below:

- **Option 1 –Rs. 10,00,000**
- **Option 2 –Rs. 20,00,000**
- **Option 3 –Rs. 30,00,000**

1. Please note bidder should offer only single rater (per thousand rate) for base policy as per given all options mentioned above for voluntary top-up policy.
2. The window for inclusion of employees in top up policy will be open for 40 days from the remittance of premium for base policy.
3. The bank does not guarantee any minimum subscription commitment for the top up cover. Being voluntary in nature for the staff, there may be an instance where the subscription may range from 0% to more than 50%.
4. The top up policy is totally voluntary in nature and the staff is at a liberty to opt for the same.

5. The commencement and expiry date of the top up cover policy is identical to the base policy
6. The policy is subject to the terms & conditions of Top up Policy and the cover is identical to the cover of the base policy for staff.
7. The insurance company will provide either a payment gateway link or accept other mode of payment to facilitate the payment of insurance premiums for the interested staff members.

#### 14- Bidders Eligibility Criteria:

##### 14.1 Bidders Eligibility criteria-

**14.1.1-** Insurance company should be registered with IRDA with at least **05** years of experience in the field of Life Insurance in India and its registration/license should be valid as on the date of bidding. Insurer to submit a valid copy of IRDA license.

**14.1.2-** Insurance company should have a gross written premium of Rs. **1,000 Crores** in last financial year 2023-24 from the Indian operations. Kindly attach the audited balance sheet.

**14.1.3-** Claim settlement ratio should be above 90% in last 3 financial years ending 2023-24.

**14.1.4-** Deviations from BID DOCUMENT specifications: The bidder should submit Nil Deviation letter on the company letterhead (as per annexure B) duly signed by authorized signatory. Bidders are advised not to quote any alternative coverage options / limits/ cover design options.

**14.1.5-** Any deviation from the BID Document condition would disqualify the bidder.

**14.1.6-** SHGB reserves the right to accept or reject any or all proposals, to revise the BID Document, to request one or more re-submissions from all bidders or clarification from one or more bidders or to cancel the process in part or whole.

**14.1.7-** Bid shall be valid for a period of 60 days (both days inclusive i.e. the date of submission of Bid and the last date of period of validity of the Bid) from the latest Date of Submission of BID.

**14.1.8-** Bidder should submit proof in support of above-mentioned criteria while submitting the proposal; the same has to be submitted under Technical Bid document as per provided Annexure.

**14.1.9-** Any deviation from the BID DOCUMENT condition would disqualify the bidder.

## 15- Proposal Process Management:

- 15.1- Sarva Haryana Gramin Bank (SHGB) reserves the right to accept or reject any or all proposals, to revise the BID DOCUMENT, to request one or more re- submissions from all bidders or clarifications from one or more bidders, or to cancel the process in part or whole. All claims for functional/technical delivery made by the bidders in their responses to the BID DOCUMENT shall be assumed as deliverable within the quoted financials.
- 15.2- The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank will, in no case be responsible or liable for any costs for submission of bids.

## 16- Technical Bidding Instruction:

- 16.1- **Language of Bid** :The language of the bid response and any communication with the Bank must be written in **English** only. Supporting documents provided with the BID Document response can be in another language so long as it is accompanied by an attested translation in English, in which case, for purpose of evaluation of the bids, the English translation will govern.
- 16.2- The Technical Bid must be submitted as provided templates attached as Annexures in the last of this Bid document.
- 16.3- The Technical Bid - **Annexure A, Annexure B, Annexure C, Annexure D, Annexure E** and **Annexure F** should be completed in all aspects and contain all required information asked for in these documents. It should not contain any price information.
- 16.4- The following documents in form are to be submitted on GEM portal.

1	Eligibility Criteria	<b>Annexure A</b>	Should be submitted duly signed by authorized signatories with supporting documents attached
2	Nil Deviation declaration Letter	<b>Annexure B</b>	Nil Deviation letter to be submitted as provided in Annexure B without any deviation in any terms and condition to this Bid document. It should be submitted duly signed by authorized signatories.
3	Covering Letter (to the bank on the bidder's letter head)	<b>Annexure C</b>	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head
4	Undertaking by Bidder	<b>Annexure D</b>	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head
5	Technical evaluation Letter	<b>Annexure E</b>	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head
6	Integrity Pact	<b>Annexure F</b>	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head

- A. Integrity Pact (IP) as provided in Annexure F. It should be duly signed by authorized signatories
- B. Eligibility criteria as provided for in Annexure A, along with supporting documents attached.
- C. Nil Deviation letter to be submitted as provided in Annexure B without deviation in any terms and condition to this Bid document. Deviated terms if any will be discarded.
- D. Annexure B & Annexure C are to be submitted in portal as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder.
- E. The bidder's one of the offices must be in **Delhi/NCR/ Haryana**.
- F. The bidder should ensure that all the annexures are submitted as prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.
- G. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or based on stability, capabilities, track records, reputation among users and other similar features of a bidder.
- H. The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the participating bidders.
- I. The bidders have to submit bids online on GEM Portal with in prescribed timeline. The complete bid documents need to be upload by the bidder duly signed and stamped in the portal.

Any Bid instruction beyond mentioned to this Bid document **will not be accepted**.

In order to allow prospective bidders reasonable time in which to consider the amendment in preparing their bids, the Bank at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

**Other Terms:** The proposal must clearly mention that it is non-cancellable for any reason other than non-payment of premium.

### 17- Commercial Bidding submission:

- i The Commercial bid must be submitted in the tab given in GEM Portal only.
- ii Premium quoted should be as per instruction on GEM portal for with or without GST showing on tab.
- iii Opening of the commercial bids will be subject to the Bidders getting shortlisted based on technical evaluation.
- iv The rates quoted must be the final and shall be considered firm regardless of actual claims experience as on the policy effective date.

### 18- Bidding Evaluation Process:

A- The bidders have to submit bids online on GEM Portal with in prescribed timeline. The complete bid documents need to be upload by the bidder duly signed and stamped in the portal. Any incomplete submission will lead to disqualification of bid.

**B- All the below annexure to be submitted on Gem portal :**

1	Eligibility Criteria	Annexure A	Should be submitted duly signed by authorized signatories with supporting documents attached
2	Nil Deviation declaration Letter	Annexure B	Nil Deviation letter to be submitted as provided in Annexure B without any deviation in any terms and condition to this Bid document. It should be submitted duly signed by authorized signatories.
3	Covering Letter (to the bank on the bidder's letter head)	Annexure C	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head
4	Undertaking by Bidder	Annexure D	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head
5	Technical evaluation Letter	Annexure E	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head

6	Integrity Pact	Annexure F	Should be submitted as per format prescribed by the Bank and should bear the bidders' seal and the name, designation and signature of the Authorized Signatory of the bidder on the bidder letter head
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- C- File containing the above annexures should have the name titled as – “Technical bid for Group Term Life Insurance Policy of the Bank”
- D- The Commercial bid must be submitted in the tab given in GEM Portal only.
- E- No Physical presence for technical and commercial bid submission is allowed.
- F- The bidder should sign the bid on all the pages by a duly authorized person. The signatory should give a declaration and thorough authenticated documentary evidence, establish that he/she is empowered to sign the tender documents, and bind the bid.
- G- The bid should contain no interlineations, erasures, or over writings except as necessary to correct errors made by the bidder. In such a case, the person signing the bid should initial such corrections.
- H- The bidder is expected to examine all instructions, forms, terms, conditions, and technical specifications in the bid documents. Failure to furnish all information required by the Bid Document 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 the rejection of the bid.
- I- No rows/ 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
- J- It may kindly be noted that a financial bidding process will be followed for the final selection of the Insurance Company for Group term life insurance cover.
- K- The contract for the Group Term life Insurance Policy will be awarded to the insurer who has submitted the most competitive quote ( L1) and has agreed to the coverages and terms and conditions mentioned in the BID Document in totality.
- L- L1 (Lowest) premium considered would be calculated as total premium payable including GST of all sections, coverages, and extensions of the policy.
- M- The bidder's one of the offices must be in Delhi/NCR/Haryana.

## 19- SHGB reserves the right to:

- 19.1.1- SHGB Reject any or all responses received in response to the BID Document without assigning any reason at any stage.
- 19.1.2- Waive or change formalities, irregularities or inconsistencies in this proposal (format and delivery) such change/waiver would be duly notified to all insurance companies before the scheduled closure of the bid date.
- 19.1.3- Extend the time of submission of all proposals and such an extension would be duly communicated to all the Insurance companies.
- 19.1.4- Share the information/clarification provided in response to the BID Document by any bidder, with all other bidders (s) /others, in the same form as clarified to the bidder on raising the query.

## 20- BID Document Conditions:

- a. **Bidder warranties-** By submitting a response, the bidder represents and warrants to Marsh India/ SHGB that, as at the date of submission:
  - I. The bidder has fully disclosed to SHGB/ Marsh India in its response all information that could reasonably be regarded as affecting in any way SHGB/ Marsh India evaluation of 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 bidder threatened against or otherwise involving the bidder which could have an adverse effect on it's business, assets or financial condition or upon SHGB/ Marsh India reputation if the response is successful.
  - IV. The bidder will immediately notify SHGB/ Marsh India of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the bidder's business, assets or financial condition or Marsh India/ SHGB's reputation or render the bidder unable to perform it's obligations under the policy contract/ service level agreement, if any or have a material adverse effect on the evaluation of the responses by Marsh India/ SHGB; and
  - V. The bidder will not seek to influence any decisions of Marsh India & or SHGB during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other bidders.
- b. **Confidentiality-** Bidder must keep confidential any information received from or about SHGB as a result of or in connection with the submission of the response. All information contained in the response or in subsequent communication shall be deemed confidential and may be used only in connection with the preparation of bidder's response. Unless expressly agreed in writing, prior to submission, responses are not confidential and may be used by SHGB in whole or part. SHGB however, will not disclose the information provided by bidder in a response other than to it's affiliates or to it's professional advisors, unless required otherwise by any provisions of law. Additionally, and at any point of evaluation and selection process, SHGB may require the bidder to execute an NDA if the bidder has not executed and NDA with SHGB previously.



- c. The BID DOCUMENT is not an offer to contract, nor should it be construed as such. It is a definition of specific SHGB requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. SHGB/ Marsh India reserves the right to make no selection and enter into no agreement as a result of this BID DOCUMENT
- d. It should be understood that your response to this BID DOCUMENT constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you. SHGB/ Marsh India may, at it's option, incorporate all or any part of your response to this BID Document in the contract. SHGB/ Marsh India reserves the right to accept your offer without further discussion and without any additional opportunity for you to amend, suspend or revise your offer.
- e. Financial documents: Marsh India and SHGB may request additional financial/ business information from the bidder at it's discretion.
- f. Selection Criteria: The selection criteria, enquiries, 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 bid.
- g. Termination or suspension of the evaluation process- Marsh India reserves the right in consultation with SHGB to suspend or terminate the bidder evaluation process (in whole or in part) at any time in it's absolute discretion and without liability to the bidder or any third party. Bidders will be notified if any suspension or termination occurs but Marsh India & SHGB is not obliged to provide any reason.
- h. Other rights- Without limiting it's rights under any other clause of the evaluation process or at law, and without liability to the bidder or any third party, SHGB 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. Terminate negotiations being conducted with any bidder
  - v. Vary or extend the timetable and evaluation process
  - vi. Negotiate with more than one bidder
- i. 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 SHGB with the response, the revised response or any additional information)
- j. Non-reliance by the 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 BID DOCUMENT or otherwise provided by SHGB in writing .

- ii. It has made it's 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
- iii. Information provided in the BID DOCUMENT are based on historical trends but does not constitute a representation that such trends will continue into the future or occur again and nothing contained in it's response can be relied upon as a commitment, guarantee or representation regarding future events or performance
- k. **SHGB's right to vary**- SHGB, through Marsh india reserves the right to vary any aspect of this valuation process, without liability of the bidder. Where Marsh India and SHGB vary any aspect of this evaluation process or the agreement, SHGB/ Marsh India shall notify the bidder of any variation as far as possible.
- l. **Incorporation of responses into agreement** - The successful bidder as concluded by Marsh India/ SHGB shall sign a service level agreement. Marsh India and SHGB will incorporate the successful response of the successful bidder into the final service level agreement. Marsh India may require a successful bidder to submit, before negotiation of the service level agreement, details of issues. Which may affect the ability to act as a bidder.
- m. **Precedence of documents**- If there are any inconsistency between the terms of this BID DOCUMENT and any of it's appendices, schedules or attachments then, unless the contrary is explicitly stated in this BID DOCUMENT, the terms of the BID DOCUMENT will prevail to the extent of any inconsistency.
- n. **Governing laws & dispute resolution**- The BID Document and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the BID DOCUMENT process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of one arbitrator- To be appointed by SHGB. The venue of arbitration shall be **ROHTAK**.
- o. The evaluation process as communicated earlier shall continue without any changes
- p. In the event that you elect not to respond to this BID DOCUMENT, then the restrictions shall continue to apply to the use or disclosure of this information. Additionally, bidders must immediately return this document and certify in writing to Marsh India/SHGB, that all copies have been returned to Marsh India/ SHGB or destroyed.

Annexure A – Technical Bid

To the Bank on the bidder's letterhead

To,

The General Manager-HRDD  
Sarva Haryana Gramin Bank  
Head Office, Rohtak

Eligibility Criteria

Eligibility Criteria for Bidder	Supporting Documents Required	Complied (Yes/No)
Insurance company should be registered with IRDA with at least 05 years of experience in the field of Life Insurance in India and its registration/license should be valid as on the date of bidding	Copy of license issued by IRDA / Copy of Premium payment receipt for the license.	
Insurance company should have a gross written premium of minimum Rs 1,000 Crores in last financial year 2023-24 from the Indian operations	Self-Declaration to be provided duly signed & stamped on the bidder letterhead along with the supporting document (Audited Balance Sheet) showing the premium figures.	
Claim Settlement Ratio should be more than 90% in last 3 financial year ending 2023-24	CA certificate	

Authorized Signatory

(Name, Designation and Seal of the Company)

Date:

Note: All supporting documents in regards to above mentioned eligibility criteria need to be uploaded on the portal duly signed and stamped.

Annexure B –Technical Bid

Nil Deviation Declaration

To the Bank on the bidder's letterhead

To,

The General Manager HRDD  
Sarva Haryana Gramin Bank  
Head Office, Rohtak

Dear Sir,

Sub: Response to BID Document in connection with Group Term life Insurance Policy of Sarva Haryana Gramin Bank.

Declaration	Yes/No
We confirm that we offer our technical bid to the Bank with NIL deviations with all the terms as mentioned in the BID DOCUMENT	
<p>The Bidders should also mandatorily extend a Voluntary Top-up cover over and above the Base Group Term Life Insurance policy that is being purchased by the Bank on the same terms and conditions. The premium of Voluntary Top-Up cover will be borne by the individual employee. The bidder should offer 3 option to employee under Voluntary Top-up as mentioned below:</p> <ul style="list-style-type: none"> <li>▪ Option 1 –Rs. 10,00,000</li> <li>▪ Option 2 –Rs. 20,00,000</li> <li>▪ Option 3 –Rs. 30,00,000</li> </ul> <p>2) Bidder should offer Voluntary Top up cover without any minimum participation guarantee.</p> <p>Note -Bidders are requested to quote the total premium on Gem-Portal. Bank will back calculate the rate from the total premium quoted by the bidders on the basis of the sum-insured provided in the bid document. The</p>	Yes/ No

<p>same rate which is arrived by back calculating will be applicable to all the above options of Top up policy.</p> <p>Rate will be calculated based on the total premium quoted by bidders. The formula for deriving the same is given below.</p> <p>(Total premium/Total sum insured*1000)</p> <p>-----</p>	
---	--

If the reply to the above declaration is NO, please mention the deviations

1. \_\_\_\_\_
2. \_\_\_\_\_

Enclosure:-

1.	Copy of duly signed and stamped Bid Document	YES / NO
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**Authorized Signatory**  
**(Name, Designation and Seal of the Company)**  
  
**Date**

Annexure C

Covering Letter

(To the Bank on the bidder's letterhead)

To,  
The General Manager HRDD  
Sarva Haryana Gramin Bank  
Head Office, Rohtak

Dear Sir,

Sub: Submission of BID Document for Group Term life Insurance Policy of Sarva Haryana Gramin Bank

With reference to the captioned BID Document, having examined and understood the instructions, terms and conditions, we hereby enclose our Bid for Group Term life Insurance Policy of the Bank. We confirm that the offer is in conformity with the terms and conditions as mentioned in your above-referred BID Document.

We further confirm that the information furnished in the proposal, annexure formats etc. is correct. Bank may make at its own discretion inquire for verification of submitted information and we understand that the Bank has the right to disqualify and reject the proposal, if any of the information furnished in the proposal is not correct or false without assigning any reasons thereof.

We have appointed following Official to deal with the Bank in regard to Group Term life Insurance policy:

Name of the Official:

Designation:

Mobile No:

E-Mail ID:

Yours faithfully,

Authorized Signatory

(Name, Designation and Seal of the Company)

Date

Annexure - D

**Undertaking by Bidder**

To,

The General Manager-HRDD  
Sarva Haryana Gramin Bank  
Head Office, Rohtak

Undertaking (To be submitted by all Bidders' on their letterhead)

We \_\_\_\_\_(Bidder name), hereby undertake that

- As on date of submission of tender, we are not blacklisted by the IRDAI/RBI/IBA and / or Central Government / any of the State Governments in India.
- We also undertake that; we are not involved in any legal case that may affect the solvency / existence of our company or in any other way that may affect capability to provide / continue the services to the Bank.
- We will not hold client responsible for any gaps in Reinsurance support and approvals. (Insurer will not deny coverage due to lack of Reinsurance capacity or approval once the bid is opened).

Yours faithfully,

Authorized Signatory

(Name, Designation and Seal of the Company)

Date:

Annexure E

(To the Bank on the bidder's letterhead)

Technical Evaluation Letter

To,

The General Manager-HRDD  
Sarva Haryana Gramin  
Bank Head Office, Rohtak

Dear Sir,

Sub: Response to BID DOCUMENT in connection with Group Term life Insurance Policy of  
Sarva Haryana Gramin Bank.

We confirm that we offer our bid to the Bank with acceptance of Technical Evaluation terms as mentioned in the BID Document.

Authorized Signatory

Name,

Designation and Seal of the Company

Date:



Annexure F

(To the Bank on the bidder's letterhead)

Integrity Pact Format Pre-Contract

This pre-bid contract Agreement (herein after called the Integrity Pact) is made on \_\_\_\_\_ day of the \_\_\_\_\_ month 20\_\_\_\_\_ between Sarva Haryana Gramin Bank, a Regional Rural Bank body constituted after amalgamation through Gazette Notification dated 29.11.2013 issued by the Government of India (Banking Division), in exercise of powers conferred under RRB Act, 1976 sponsored by Punjab National Bank carrying on Banking Business and having its Head Office at Plot No. 1. Sector 3, Rohtak. 124001, (Haryana) hereinafter referred to as "The Principal" which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

And

M/s. \_\_\_\_\_ having its registered office at \_\_\_\_\_ Hereinafter referred to as "The Bidder/Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for... The Principal 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 Contractor(s).

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

Section 1- Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, 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 material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal 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 Principal will exclude from the process all known prejudiced person.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal

offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

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

(1) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the 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.

b. The Bidder(s)/Contractor(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.

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

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractor(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)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The Bidder(s)/Contractor(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.

f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2). The Bidder(s)/Contractor(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(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question,

the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on banning of business dealings".

## Section 4- Compensation for Damages

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

(2). If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor 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 transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti- corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.
- (2). If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in " Guidelines on Banning of business dealing".

#### Section 6- Equal treatment of all Bidders/Contractors/Subcontractors

- (1) In case of sub-contracting, the Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor. It is to be ensured that all sub-contractors also sign the IP.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

#### Section 7- Criminal charges against violating Bidder(s)/Contractor(s)/ Subcontractor(s)

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

#### Section 8- Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by 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 the 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 be provided access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted. However, the documents/ records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, Sarva Haryana Gramin Bank.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder(s)/ Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractor.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall in form MD & CEO, Sarva Haryana Gramin Bank and recuse himself/herself from that case.
- (5) The Principal 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 Principal and Contractor. 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 Principal 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 Chairman, Sarva Haryana Gramin Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the Chairman, Sarva Haryana Gramin Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman, Sarva Haryana Gramin Bank 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 09- Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/ determined by Chairman, Sarva Haryana Gramin Bank.

Section 10- Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".

(2) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

(3) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(4) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(5) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their mutual satisfaction.

(6) Issues like warranty/Guarantee etc. shall be outside

(For & On behalf of Bidder/Contractor)

(Office Seal)

(7) In the event of any contradiction between the two will prevail.

(For & On behalf of the Principal)

(Office Seal)

Place.....

Date.....

Witness 1:  
(Name & Address)

Witness 2:  
(Name & Address)

## FINANCIAL BID FORMAT

**Dated:**

**To,**

**The General Manager-HRDD**

**Sarva Haryana Gramin Bank**

**Head Office, Rohtak**

Sub: Financial Bid for Group Term Life Insurance Policy of Sarva Haryana Gramin Bank.

S.N.	Group Term Life Insurance Policy for Sarva Haryana Gramin Bank		
		No. Of Emp.**	Sum Insured
1.	Office Assistant & Office Attendant	1333	Rs.10,00,000- Per employee
2.	All Officers	2319	Rs.20,00,000- Per employee
3.	Total	3652	Rs. 5,97,10,00,000
4.	Rate ( Per Thousand)		
5.	Net Premium	Rs.	
6.	Add Goods & Services Tax @ 18%	Rs.	
7.	Total Premium payable including GST	Rs.	

Top-up Group Term Life Insurance Policy for Sarva Haryana Gramin Bank		
S.No.	Sum Insured	Rate Per Thousand
1	Rs 10,00,000	
2	Rs 20,00,000	
3	Rs. 30,00,000	

Total Premium payable in words for Base Policy : .....

\*\* Number of employee is tentative. Exact list of employees will be provided to the L1 Bidder at the time of issuance of the policy.

L 1 Bidder will be finalized on the basis of lowest total premium inclusive of GST as per serial no 7 of the financial bid.

**Note: Financial bid format is not to be submitted along with the technical bid documents.**

For and on Behalf of Insurance company

Name of Authorized Signatory  
Designation

Company Seal

XXXXXXXXXXXX End of BID Document XXXXXXXXXXXX