Tender No.: 01

Date : 04 October 2024

UTTARAKHAND STATE COOPERATIVE BANK LTD.

(On behalf of 10 District Cooperative Bank and

01 Uttarakhand State Cooperative Bank)

TENDER DOCUMENT

FOR

THE ACCIDENTAL INSURANCE SCHEME FOR THE SALARY ACCOUNTS OF EMPLOYEES OF STATE GOVERNMENT OF UTTARAKHAND

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1. Invitation of Bids

Bid No: 01 Date: 04 October 2024

Uttarakhand State Cooperative Bank Ltd. on behalf of (10 District Cooperative Banks (DCB) and 01 Uttarakhand State Cooperative Bank (USCB)) intends to invite bids from Indian Insurance Companies registered with Insurance Regulatory Development Authority (IRDA) for Accidental Insurance Scheme (AIS) for the Salary Accounts of Employees of State Government of Uttarakhand. More details on the Services are provided in the 'Scope of work' (Point No. 3 of this document).

2. General Instructions to Bidders

Uttarakhand State Cooperative Bank Ltd. invites bids (for 10 DCB and 01 USCB) from Insurance Companies registered under Insurance Regulatory Development Authority (IRDA) for the Accidental Insurance Scheme (AIS) for the salary accounts of employees of State Government of Uttarakhand. Tender document can be download from Bank website "**www.ukstcbank.com**".

The important points to be noted by the bidders are as follows: -

2.1 Bidding Document

Bidders are advised to study the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk & may result in rejection of the bid. The response to this tender document should be full and complete in all respects. Incomplete or partial bids shall be rejected.

All the communication to the Uttarakhand State Cooperative Bank Ltd. Including this tender document and the bid documents shall be signed by the bidder or authorized representative of the bidder. The letter of authorization shall be indicated by written power-of-attorney/accompanying the bid.

Any clarification required regarding the Terms & Conditions in the tender document shall be obtained from the Corporate Office of Uttarakhand State Cooperative Bank Ltd. (USCB) situated at "1st Floor, Shree Tower, Near Urban Buy Store, Haridwar Bypass Road, Rispana Pul, Dehradun, Uttarakhand-248001" before submission of the Tender document.

2.2 Amendment to Tender document

At any time prior to the deadline for submission of proposals/bids, Uttarakhand State Cooperative Bank Ltd., for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, may modify, change, incorporate or delete any conditions in the tender document by corrigendum which will be published/issued on the website "**www.ukstcbank.com**" and such amendment shall be binding on them. Uttarakhand State Cooperative Bank Ltd., at its discretion, may extend the deadline for the submission of proposals after issue of amendment/corrigendum and/supplemental information.

2.3 Cost of Bidding

The bidder has to pay Rs. 1180/- (Inclusive of GST), as application fee with bid documents in the form of bank demand draft favouring **Uttarakhand State Cooperative Bank Ltd.** payable at Dehradun. The bidder shall bear all costs associated with the preparation and submission of the bid, including any work performed prior to the execution of a formal contract if so desired by the Uttarakhand State Cooperative Bank Ltd. For any reason or in any case, the Uttarakhand State Cooperative Bank Ltd. will not take responsibility or liability for these costs.

2.4 Submission of bid-

The Parties willing to participate in the bidding will have to apply by downloading Tender document from Bank website "www.ukstcbank.com" and submit their bid via registered post only to the corresponding address "Corporate Office, 1st Floor, Shree Tower, Near Urban Buy Store, Haridwar Bypass Road, Rispana Pul, Dehradun, Uttarakhand-248001" on or before 19/10/2024.

- 1. The Bid shall be handwritten/typed and signed by the Bidder, or a person duly authorized by the bidder.
- 2. The Bid shall contain no inter lineation's, erasures or overwriting except as necessary to correct errors made by the Bidder in which case, such corrections shall be initiated and stamped by the person or persons signing the Bid in the original.

2.5 Key Events & Dates: -

S. No.	Event	Tentative Date/Time	
1	Date of Bid publishing	Date: 04 th October 2024	
2	Pre-Bid Meeting	Date: 09 th October 2024 Time: 11:00 AM	
2	Commencement of availability of tender document on website "www.ukstcbank.com"	vebsite Date: 04 th October 2024	
4	Bid Submission Address (via registered post only)	Uttarakhand State Cooperative Bank Ltd. Corporate Office, 1st Floor, Shree Tower, Near Urban Buy Store, Haridwar Bypass Road, Rispana Pul, Dehradun, Uttarakhand-248001	
5	Last date and Time for Submission of Bids	Date: 19 th October 2024 Time: 17:00 Hrs	
6	Date and Time of Opening of Bids	Date:.21 st October 2024 Time: 11:00 AM	
7	Place of Opening of Bids	Uttarakhand State Cooperative Bank Ltd. Corporate Office, 1st Floor, Shree Tower, Near Urban Buy Store, Haridwar Bypass Road, Rispana Pul, Dehradun, Uttarakhand-248001	
8	Declaration of name of qualified bidder	ualified To be announced later after opening and evaluation of Bids.	
9	Award of the contract	Within bid validity period.	
10	Signing of MoU/Contract	Within bid validity period.	
11	Bid validity Date	120 days from the last date of submission of bids.	

Note: -In the event of the date specified above being declared as a holiday, the due date will be the following working day.

2.6 Timely Submission

Bidders are solely responsible for timely submission of the bids at the location as mentioned above in *"Key Events and Dates"*. Proposals received after the last date and time of submission will not be considered. No further correspondence will be pertained on this matter.

2.7 Opening of Bids

Bids will be opened in the presence of the bidder's representatives (if they are present, else it will be opened in the presence of the other representatives, officials present). The bids will be opened at the address mentioned above in "*Key Events and Dates*". If all

documents mentioned in each part of proposal are not found, then bid will be summarily rejected.

The bidder's representative willing to attend the opening of the bids shall bring authorization letter duly signed by authorized signatory and counter signed by the representative who is willing to attend the opening of bids. The bidder's representative shall sign the attendance sheet during opening of bids.

The bidder's name and such other details, as the Uttarakhand State Cooperative Bank Ltd. at its discretion may consider appropriate, will be announced at the time of corresponding openings.

The Uttarakhand State Cooperative Bank Ltd. Reserves the right to post pone or cancel the tender or a schedule mentioned under "**Key Events and Dates**" clause at any time without assigning any reason.

No bidder shall contact the Uttarakhand State Cooperative Bank Ltd. on any matter relating to its bid, after opening of commercial bid till contract is awarded. If the bidder wishes to bring additional information to the notice of the Uttarakhand State Cooperative Bank Ltd. can communicate in writing at the address given for correspondence. The Uttarakhand State Cooperative Bank Ltd. reserves the right to consider such information. Any effort by the bidder to influence the Uttarakhand State Cooperative Bank Ltd. in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bidder's bid.

2.8- Signature

A representative of the bidder, who is authorized to commit the bidder to contractual obligations, must sign with the bidder's name and seal on all pages of the proposal, including the Tender document. All obligations committed by such signatories must be fulfilled.

2.9- Language of Proposals

The proposal and all correspondence and documents shall be written in English/Hindi. All proposals and accompanying documentation will become the property of the Uttarakhand State Cooperative Bank Ltd. and will not be returned.

2.10- Disqualification

The proposal from the bidders is liable to be disqualified in the following cases: -

- Companies having claim settlement and paid ratio less than 95%. Certificate with this regard must be submitted with bid documents.
- Proposal not submitted in accordance with the Tender Document.

- During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after the due date and time.
- Proposal is not accompanied by all requisite supporting documents.
- Information submitted is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- The awardee of the contract has given the letter of acceptance of the contract with his conditions.
- Non-fulfilling any condition/term by bidder.
- Any proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with the requirements of this Tender Document.

2.11 Modification and Withdrawal of Proposals

No proposal may be modified or withdrawn in the interval between the deadline submission of proposals and the expiration of the validity period specified by the bidder on the proposal form.

3- Scope of Work-

a. This Accidental Insurance Scheme (AIS) applies to all the accounts of employees of State Government of Uttarakhand maintaining their salary accounts in 10 District Cooperative Banks (1. District Cooperative Bank Ltd. Almora, 2. District Cooperative Bank Ltd. Pithoragarh, 3. District Cooperative Bank Ltd. Nainital, 4. District Cooperative Bank Ltd. Udham Singh Nagar, 5. District Cooperative Bank Ltd. Dehradun, 6. District Cooperative Bank Ltd. Haridwar, 7. District Cooperative Bank Ltd. Pauri Garhwal (Kotdwar), 8. District Cooperative Bank Ltd. Chamoli, 9. District Cooperative Bank Ltd. Tehri and 10. District Cooperative Bank Ltd. Uttarkashi) and 01 Uttarakhand State Cooperative Bank Ltd., for minimum continuous three years from the date of contract with the insurance company in case of death in accident of any salary account holder of employees of State Government of Uttarakhand.

- b. The Accidental Insurance Scheme (AIS) will be contracted for three years from the date of the MoU signed between Uttarakhand State Cooperative Bank Ltd. (Uttarakhand State Cooperative Bank and on behalf of all 10 District Cooperative Banks as mentioned at clause-3(a) above) and Government of Uttarakhand. All salary account of employees of State Government of Uttarakhand will be covered under the said insurance scheme.
- c. The number of salary account of employees of State Government of Uttarakhand maintaining with Cooperative Banks (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.) till June 2024 is 25000 approximately (which varies every month). New salary account of employees of State Government of Uttarakhand opened in Cooperative Banks (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.) during the contract period will also be covered under this insurance scheme from their effective date of opening of the salary account.
- d. If the salary account of an employee of State Government of Uttarakhand is closed/ transferred from any Cooperative Bank (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.) to other bank in the middle of the contract period, then that salary account holder will be out of the insurance scheme from the date of transfer/closure of account.
- e. If the salary account of an employee of State Government of Uttarakhand is closed/transferred among Cooperative Banks (In 10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.) is also eligible to be covered under the Accidental Insurance Scheme. But, in such cases premium of the remaining time period for those salary account must be returned by the insurance company to parental cooperative bank and premium of remaining period for those salary account will be borne by the respective cooperative bank (where such salary account is transferred) from their effective date of opening of the salary account.
- f. After exit of any government salary employee from this scheme, their claim will remain for next 3 months and after that the premium of remaining month of that insurance will be returned to the bank by the insurance company. If there is any issue regarding return of premium, insurance company can put its justification to the bank to consider.
- g. Insurance company has to obtain the data of salary accounts of government employee of Uttarakhand maintaining in 10 District Cooperative Banks and 01

Uttarakhand State Cooperative Bank Ltd., separately from each Cooperative Banks and premium will also be paid by the respective Bank.

- h. In case of death of the insured government salary account holder in the accident, the dependent legal heir will have to submit the claim to the insurance company within 90 days through the respective Cooperative Bank (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.). The delay in providing claim information in the aforesaid time limit to the insurance company shall not form the basis of rejection of insurance claim of the insured government salary account holder.
- i. The insurance company, if required, may investigate the reason for the delay. The insured sum will have to pay by the insurance company within three months from the claim submission. The claim amount will be provided to the legal heir of the insured government salary account holder through the respective Cooperative Bank.
- j. If the payment is not made by the insurance company within three months from the date of receipt of the claim of the deceased person, then in such case, the insurance company will have to pay the claim along with 10% simple annual interest in the form of penalty for entire period of delay after three months for issuing the payment.
- k. In the case of death of insured government salary account holder in an accident, firstly on the recommendation of the respective cooperative bank, the above referred insurance amount will be provided to the legally wed wife/husband or nominee of the deceased by the insurance company and in the case, where two or more legally married wives are alive, then the insured sum will be disbursed as per definer law in India. In case of no surviving wife/husband and nomination made by the concerned government salary account holder in connection with this insurance prior to death and in the absence of the nomination, the insurance company shall pay the insurance sum amount to the legal heir based on the secession certificate of a competent court on the recommendation of the respective Cooperative Bank.

4-General terms and conditions: -

- 1. The proposed insurance scheme will be applicable for three years from the date of the contract/MoU.
- 2. Tender proposals/Bid will have to be submitted **via registered post only** till 05:00 pm of 19th October 2024. Any proposal submitted through other medium viz. Personally or Electronically etc. by any bidder will not be considered.
- 3. Only those insurance companies will participate in the tender that is registered under the Insurance Regulatory Development Authority (IRDA). Any proposal made by anyone else will not be considered.

- 4. All the proposals received will be opened by the tender committee constituted by the Uttarakhand State Cooperative Bank Ltd. at 11:00 AM on 21st October 2024. Representatives of insurance companies submitting proposals may be present while opening the tender offer.
- 5. Under the scheme, in case of accidental death of the government salary account holders, sum insured amount will be paid by the insurance company to the dependent of the deceased as per conditions mentioned at clause number 3(h), 3(i) and 3(k) of Scope of Work above.
- 6. It will be the responsibility of insurance company in case of accident during the insurance period, if any claim is submitted even after the end of the insurance period, then the concerned insurance company will settle the insurance claim and pay the insurance money within the stipulated time frame. In case of delay in settlement of insurance by the insurance company, the terms of interest would be according to clause no. **3(j) of Scope of Work**.
- 7. If any insurance company in its offer provides any other facility on its own to the aggrieved family, in addition to the payment to insurance money, in such a situation the proposals received from two insurance companies are similar, then the insurance company providing additional facility and having highest settlement ratio will be given preference.
- 8. The insurance company announced successful in the tender process will be paid after deducting all statutory deductions as per rules.
- 9. The Uttarakhand State Cooperative Bank Ltd. will have the right to accept/reject the proposals received without assigning any reason whatsoever.
- 10. In case of any dispute arises under the contract/MoU, at the first level the matter will be referred to the Registrar, Cooperative Societies, Uttarakhand or an officer nominated by the Registrar, Cooperative Societies, Uttarakhand, whose decision will be binding on both the parties.
- 11. A meeting will be mandatorily organized by the competent authority of the insurance company on the last days of every three months during the insurance period with Cooperative Banks (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.) to give intimation about the up-to-date progress of the insurance scheme.
- 12. At the time of Audit of records in the Cooperative Banks (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.) relating to the Accidental Insurance Scheme, if any such records are required which relates to the insurance company, the insurance company will mandatorily produce the said records to the respective Cooperative Bank on their demand.
- 13. Only those insurance companies can participate in the tender whose branches are operative in the State of Uttarakhand and capable to cover all 13 districts of Uttarakhand.

The above insurance company will have to submit their tender through the branch located in the state of Uttarakhand.

- 14. The bidder must quote the charges for the entire project as per the scope of work defined in this tender document. The charges, once offered, must remain fixed and will not attract any price variation for any reason during the contractual period. The charges quoted shall be inclusive of all taxes, duties, levies, service charges, cesses, if any, as applicable up to the completion of the contract period. A bid submitted with an adjustable price quotation will be rejected as non-responsive. The commercial offer shall be submitted on the prescribed format only (As per attached Annexure).
- 15. The bidder is advised to take adequate care in quoting the rate. No request or excuse for corrections in the quoted rate will be pertained afterwards. In case of discrepancy between the amounts mentioned in figures and in words, the lowest amount shall govern.
- 16. The accommodation, travel expenses and other expenses to visit any Cooperative Bank (10 DCB and 01 USCB) during the contract period should be borne by the insurance company.
- 17. The contract shall be awarded to the bidder with the lowest commercial offer and highest settlement ratio.
- 18. The successful bidder must enter into an agreement/MoU, incorporating all correspondence (to be discussed and agreed) between Cooperative Banks (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.).
- 19. Failure of the successful bidder to agree with the Terms & Conditions of the Tender Document including the agreement shall constitute sufficient grounds for the annulment of the award, in that event Uttarakhand State Cooperative Bank Ltd. may award the contract to another bidder call for new proposals.
- 20. The bidder is responsible under obligation to conduct all contracted activities as defined in the scope of work in accordance with the contract.
- 21. In case of any ambiguity, in the interpretation of any of the clauses in Tender Document or contract document, the Uttarakhand State Cooperative Bank Ltd. interpretation of the clauses shall be final and binding on all parties.
- 22. The Uttarakhand State Cooperative Bank Ltd. may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or in part, If the bidder fails to provide satisfactory services at the desired level of contract, or, fails to perform any other obligation(s) under the contract.
- 23. The Uttarakhand State Cooperative Bank Ltd. may at any time terminate the contract by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any other right of action or remedy which has accrued or will accrue thereafter to the Cooperative Bank.

ANNEXURE I

Comprehensive Salary package Offering for Uttarakhand SGSP (State Government Salaried Package) The benefit is available to all SGSP account holders irrespective of their Position, Salary and Grade.			
Sum Insured Limit	Rs. 40 Lakh + Additional Benefits		
Min. Balance	NIL		
Life Unique A/c Number	Available		
ComplementaryPersonalAccidentInsurance(Death) Cover(Available for active Salary accounts even if balance is zero and without any ATM/POS transaction)	Upto Rs. 40 Lac		
 Permanent Total Disability (PTD) Cover Loss of sight (both eyes) Loss of both limbs Loss of one limb & one eye 	Upto Rs. 40 Lac		
Loss of sight of one eyeLoss of one limb	Upto Rs. 20 Lac		
Permanent Total & Absolute Disablement	Upto Rs. 40 Lac		
Permanent Partial Disability (PPD) Cover	Up to Rs. 20 lac		
Girl Child Marriage Girl child cover for marriage (Age-18 to 30 Years), if PAI claim is found admissible	Maximum Rs. 10 lac for two girl children (Rs. 5 lac each or Rs. 5 lac for single girl child)		
Education Fund Child Higher Education Cover for graduation (Age-18 to 28 Years), if PAI claim is found admissible. Subject to fees of maximum two dependent children	Upto Rs. 10 lac		
Funeral Expenses Cover	Upto Rs. 25,000/-		
Ambulance Charges Cover	Upto Rs. 25,000/-		
Accidental Medical Benefit Extension Only hospitalization	Upto Rs. 1,00,000/-		
Family transportation Cost of travel incurred by immediate 2 family members to reach the place of accident	Upto Rs. 25,000/-		
Repatriation of mortal remains	Upto Rs. 25,000/-		

<u>TENDER FOR THE ACCIDENTAL INSURANCE SCHEME FOR THE EMPLOYEES</u> <u>OF STATE GOVERNMENT OF UTTARAKHAND MAINTAINING SALARY</u> <u>ACCOUNTS IN COOPERATIVE BANK (10 DISTRICT COOPERATIVE BANKS</u> <u>AND 01 UTTARAKHAND STATE COOPERATIVE BANK LTD.)</u>

Technical Bid Format-

Sl. No.	Particulars				nation to be furnished nce Company	by the
А.	A. General information of bidder					
1	Name and Branch of the Insurance Company					
2	Name and designation of authorized signatory					
3	IRDA Registration Number					
4	Correspondence address of Insurance Company					
5	Contact number of Insurance Company					
6	E-mail of Insurance Company					
7	GST Registration number of Insurance Company					
	Detail of Cla	aim Settlement Ratio	of Company-			
	Financial Year	Total No. of Claims Received	Total No Claims Se		Claim Settlement Ratio in %	
8	2021-22					
	2022-23					
	2023-24					

B. Particulars of authorized signatory			
9	Name of Authorized Signatory		
10	Designation		
11	Contact Number		
12	E-mail Address		

Undertaking-

- 1. The undertaking certifies that the rules and conditions mentioned in the tender document are well received and will follow them.
- 2. The rates quoted by the company are valid and company is compelled for the duration (If any) of the contract.
- 3. We will work to provide insurance service in accordance with the terms and conditions mentioned in the tender document.

Date-----Place-----

Signature of Bidder/Authorised person Designation:------(Stamp of Bidder's office)

ANNEXURE III

TENDER FOR THE ACCIDENTAL INSURANCE SCHEME FOR THE EMPLOYEES OF STATE GOVERNMENT OF UTTARAKHAND MAINTAINING SALARY ACCOUNTS IN COOPERATIVE BANK (10 DISTRICT COOPERATIVE BANKS AND 01 UTTARAKHAND STATE COOPERATIVE BANK LTD.)

COMMERCIAL BID FORMAT: -

- 1. Name of the bidder/bidding firm/company :
- 2. Accidental Insurance scheme for the government salary account holders maintaining their salary account in Cooperative Bank (10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd.)

Annual Premium for Per Member/Account Holder	
Premium Amount (In Figure)	
Premium Amount (In Words)	

Undertaking-

- 1. The undertaking certifies that the rules and conditions mentioned in the tender document are well received and will follow them.
- 2. The rates quoted by the company are valid and company is compelled forth duration (If any) of the contract.
- 3. We will work to provide insurance service in accordance with the terms and conditions mentioned in the tender document.

Date
Place

Signature of Bidder/Authorised person Designation:------(Stamp of Bidder's office)

Annexure IV

Documents for Eligibility Criteria (check list)

Sr. No. 1	Documents details Application Fee in the form of bank Demand Draft	If attached Yes
2	Authorization Letter for submission of Bid	
3	IRDA Registration Number (with proof of validity as of new)	
4	Claim Checklist and Procedure	
5	Verified list of operative branches in Uttarakhand	
6	Claim Settlement Ratio certified by CA (1. Overall, 2. Personal Accident)	

<u>Annexure V: Technical Proposal Covering letter.</u> (Letter on the bidder's letter head)

To,

Managing Director Uttarakhand State Cooperative Bank Ltd. Administrative Bhawan, Opp. Base Hospital, Nainital Road, Halwani, Nainital, Uttarakhand-263139.

Sub: Accidental Insurance Scheme (AIS) for the salary accounts of employees of State Government of Uttarakhand.

Dear Sir,

With reference to the above RFP, having examined and understood the requirements, instructions, terms and conditions forming part of the RFP, we hereby enclose our bid offer to provide insurance services for the said project as detailed in the RFP. We understand that the proposed insurance scheme will be applicable for the tenure of three years from the date of the contract/MoU. We have operative branches in the State and capable to cover all 13 districts of Uttarakhand. We are agreed to enter into an agreement/MoU with 10 District Cooperative Banks and 01 Uttarakhand State Cooperative Bank Ltd. We confirm that the offer is in conformity with in the terms and conditions as mentioned in above referred RFP. We also understand that the Uttarakhand State Cooperative Bank Ltd. is not bound to accept the offer either in part or in full.

Yours Sincerely,

(Name of Authorized Signatory) (Designation and Seal of the Company) Date and Place: