

Corrigendum-1 to Gem Bid ref: GEM/2024/B/5475373 dated 05/10/2024 for Selection of Insurer for Group Personal Accident Insurance Policy for Canara Bank Employees for a Period of One Year From 01/01/2025 to 31/12/2025.

It is decided to amend/add the following in respect of the above RFP:

a. GeM bid document (Page no. 55 of 79):

Sl No.	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause/ New Addition
1.	Annexure-8 Scope of Work	TABLE-B Point No.17	Total Sum Insured: 55,82,42,00,00	Total Sum Insured: 5582,42,00,000

b. Claim Data:

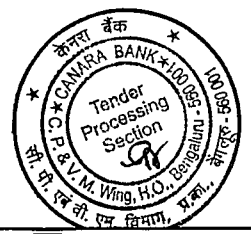
Policy period	Total Lives covered	No of claims reported	Claims Rejected	Claims Withdrawn	Claims Under process	Claims settled	Type of Claim (Numbers)	Amount
01-01-2022 TO 31-12-2022	87714	46	1	4	1	40	Death Claims-15	81,00,000
							Non death Claims-25	13,07,346
							TOTAL-40	94,07,346
01-01-2023 TO 31-12-2023	86002	29	1	0	11	17	Death Claims-5	32,50,000
							Non death Claims-12	4,59,779
							TOTAL-17	37,09,779
01-01-2024 TO 31-12-2024 (CLAIM DATA UPTO 15.10.2024)	83657	12	0	1	9	2	Death Claims-0	0
							Non death Claims-25	95,714
							TOTAL-2	95,714

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP

Date: 19/10/2024
Place: Bengaluru

Deputy General Manager



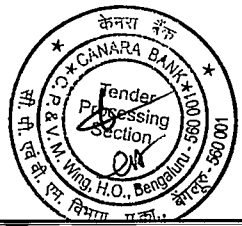
Annexure-8
Scope of Work

SUB: Selection of Insurer for Group Personal Accident Insurance Policy for Canara Bank Employees for a Period of One Year From 01/01/2025 to 31/12/2025

Ref: GEM/2024/B/5475373 dated 05/10/2024.

POLICY DETAILS

Benefits	Total Sum Insured (Rs.)	Bidder Compliance (Yes/No)
Accidental Death	100% of Capital Sum Insured (CSI)	
Permanent Total Disability (PTD)	150% of Capital Sum Insured (CSI)	
Permanent Partial Disability (PPD)	(As per the Table given below)	
Temporary Total Disability, Temporary partial disability.	Rs.5000/- per week for up to 104 weeks.	
<u>Dependent Child Education:</u> Benefit Amount Payable per year per child Number of Years Payable Number of children Payable	Amount payable per year per child: Rs.10,000/- per child below age of 19 years. Number of years payable: 1 year Number of children payable: 2 children.	
Medical Expenses	Per event / per person upto 10% of Capital Sum Insured (CSI)	
Ambulance Charges	Max INR 3000 per case.	
Body Repatriation Cost	Max INR 15000 per case	
Terrorism Naxalite/Militant Activities to be covered	As per Sum Insured	
Death due to Animal Bite/Insect Bite/Snake Bite to be covered	As per Sum Insured	



Services on duty with any armed force (Territorial Army)	As per Sum Insured	
Cremation Charges	Max INR 5000 per case	
Carriage of Dead Body	Max INR 5000 per case	
Family Transportation expenses in case of Accidental Death	Max INR 5000 per case	

A. Permanent Partial Disability - If an employee meets with an accidental bodily injury during the policy period that causes permanent partial disability within 12 months, the insurance company will pay the percentage of sum assured shown in the table below:

Permanent Partial Disability	Amount Payable of Percentage of CSI
An arm at the shoulder joint	70
An arm above the elbow joint	65
An arm beneath the elbow joint	60
A hand at the wrist	55
A thumb	20
An Index finger	10
An other finger	5
A leg above the mid thigh	70
A leg upto mid thigh	60
A leg upto beneath the knee	50
A leg upto mid calf	45
A foot at the ankle	40
A large toe	5
Any other toe	2
An eye	50
Hearing of one ear	30
Hearing of both ears	75
Sense of smell	10
Sense of taste	5





B. Other Terms and Conditions under Group Personal Accident Policy

Sl. No.	Description	Bidder Compliance (Yes/No)
1.	Group Personal Accident Insurance Policy to be offered for a period of Oneyear (Period from 01/01/2025 to 31/12/2025).	
2.	The insurance cover will be valid for a period of one-year subject to renewal thereof; the policy will be for existing as well as new employees of Canara Bank. It should also cover all its employees at any given point of time.	
3.	The minimum and maximum age of the employees will be 18 years and 60 years (up to the last day of month of superannuation) respectively.	
4.	The claim in case of a newly appointed recruit should not be rejected merely on the ground that addition intimation was missed out to the insurancecompany when there is a sufficient CD balance maintained by the insured.	
5.	All addition and deletion will be done on monthly basis and Bank has to maintain the CD Account for the coverage since the joining of the employee.	
6.	All claims where accident has occurred within the policy period and Accidental death/ PTD/ PPD has occurred within the policy period or after the expiry of the policy, but within twelve calendar months from the date of accident shall be entertained by the insurance company.	
7.	Payment of premium amount in respect of insured personnel shall be made by the Bank on a yearly basis.	
8.	All the documents being in order, the Insurance Company will settle the claim within 15 working days from the date of receipt of documents. In case of unexplained delay of beyond 30 working days, the Insurance Company shall pay interest @2% above the prevailing Bank Rate from the date of claim, on the claim amount.	
9.	The nominee(s) of Provident Fund or NPS as per the Bank record would be the nominee for the concerned employee under the scheme. If nominee is not available, then settlement shall be done to the nominee of gratuity as per Bank records. If there is no nomination as per Bank records (PF, NPS, Gratuity); the claim shall be settled to legal heirs.	
10.	The selected bidder should release the payment of claim to the claimant through the Bank on submission of attested copy of death certificate and claim form along with postmortem report, FIR.	
11.	Dedicated Helpline Number/s or SPOC Support on call to be provided for any query from the employee.	
12.	The Policy should be a worldwide cover and it should be 24*7 cover	
13.	The Policy must have the provision for the enhancement of sum insurance during the course of the policy period.	
14.	The Aggregate limit on claim settlement for a single incident should not be applied.	
15.	The policy should allow the insurer to report/intimate/submission of claim for 1 year period from the date of incident and no claim can be rejected on account of delay on intimation of claims or submission of claim documents.	
16.	In the event of claim, all the claims settlement should take place directly to the centralized bank account to the M/s Canara Bank.	





The Premium quotation should be submitted as per the following plan:			
Category	Number of Employees	For death	Total Sum Insured
		Proposed coverage	
Subordinate cadre	9,578	3,50,000	3,35,23,00,000
Clerks/Special Assistants	19,250	5,00,000	9,62,50,00,000
Officers in Scale I	27,862	6,50,000	18,11,03,00,000
Officers in Scale II	13,515	8,50,000	11,48,77,50,000
Officers in Scale III	8,079	10,50,000	8,48,29,50,000
17. Executives in Scale IV	2,944	12,00,000	3,53,28,00,000
Executives in Scale V	524	14,50,000	75,98,00,000
Executives in Scale-VI	169	17,00,000	28,73,00,000
Executives in Scale VII/Additional CVO	62	22,00,000	13,64,00,000
Executives in Scale-VIII	13	22,00,000	2,86,00,000
ED/CVO	5	35,00,000	1,75,00,000
MD&CEO	1	35,00,000	35,00,000
TOTAL	82,002		5582,42,00,000
18.	Only one tender per bidder (insurer) will be accepted. Pre-bid queries will be accepted from one office per organization.		
20.	The data of the number of employees may vary slightly at the time of placement of business and Insurance Company must consider the Bank's updated list at the time of inception of risk cover by the L1 Bidder.		

We comply with the above Scope of Work, Non-compliance to any of the scope of work will lead to disqualification of the bidder in Technical proposal.

Date:

Signature with seal

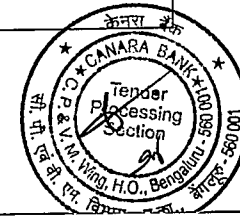
Name:

Designation :

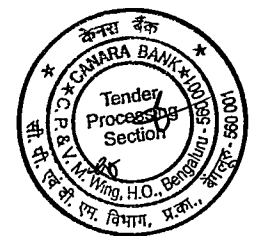


Reply to Pre-Bid Queries for the Gem Bid ref:GEM/2024/B/5475373 dated 05/10/2024 for Selection of Insurer for Group Personal Accident Insurance Policy for Canara Bank Employees for a Period of One Year From 01/01/2025 to 31/12/2025

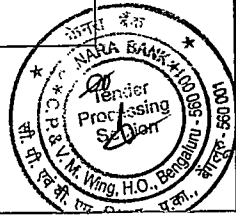
Sl. No.	GeM Bid Clause	Page No.	Section / Annexure / Appendix	RFP Clause	Sub-Clause/ Technical Specification	Bidder's Query	Bank's Reply
1	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Kindly share the claim details for past 3 years	Bidder to refer to the corrigendum-1.
2	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Please provide expiring premium	Bank reserves the right for not providing premium details for previous years.
3	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Policy copies or details of the incumbent insurer along with premium details for the last three years	Bank reserves the right for not providing premium details for previous years.
4	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Member data	Bidder to refer to the RFP document for the cader wise data of the employees.
6	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Share claim History for last three years pertaining to the above GPA insurance	Bidder to refer to the corrigendum-1.
7	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	NA	NA	Permanent Total Disability (PTD), 150% of Capital Sum Insured (CSI): As per IRDAI guidelines, the sum insured is the maximum amount payable under any policy. However, earned Cumulative Bonus, if any, can be paid over and above CSI.	Bidders to comply with RFP terms.
8	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Previous year insurance policy copy to be provided with details of increase/ difference in coverage from the expiring policy	Bank reserves the right for not providing premium details for previous years.
9	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	Serial No 7 of RF	NA	The policy will be renewed on yearly basis subject to review of rates and underwriting.	Yes. The policy will be renewed every year through RFP process.
10	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	Serial No 8 of RFQ	NA	The IRDAI does not permit payment of any interest under the policy. However, TAT as per IRDAI guidelines will be followed.	Bidders to comply with RFP terms.
11	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	Serial No 11 of RFQ	NA	Whether mobile nos. of the claims servicing office would suffice the purpose.	Bidder to provide details as per the RFP format.



12	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	Serial No 13 of RFQ	NA	The enhancement of Sum Insured will be subject to increase in CTC duly certified by the employer either due to Wage revision or promotion.	The sum insured is not related to CTC/Salary. However, the Sum Insured is as per the grade of the employee. As and when employee is promoted to next higher grade, the sum insured to be changed as per the promoted grade.
	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	Serial No 15 of RFQ	NA	Valid reason for delay in intimation is required for delay in intimation/submission of documents.	Bidders to comply with RFP terms.
13	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	Policy Details- Services on Duty with any armed forces/ Territorial army	NA	Details of total no of such persons along with details of Sum Insured to be provided	The policy is taken for covering Bank staff predominantly. However, there are 1203 staff working as Armed Guard/Security Guard. Hence the total Armed Guard on pay rolls of the Bank sums to 1.47% of total staff.
14	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	NA	NA	NA	ATC requirements is as per RFP. However, RFP is silent on the requirements	Bidders to comply with RFP terms.
17	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Whether coverages are same as of expiring policy	Yes. Bidder to refer coverage details mentioned in the RFP document.
18	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 2	point no 6,9,10,11 and 12	NA	Arranging CA Signature is not possible since we already have our audited balance sheet in public domain. We would like to request you to kindly waive the same for us	Bidders to comply with RFP terms.
19	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Expiry policy Policy Copy with terms.	Bank reserves the right for not providing premium details for previous years.
20	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Generic	Generic	Generic	Claim details with Incurred Claim Ratio for last 3 years and	Bidder to refer to the corrigendum-1.



22	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	42	Annexure 2	Prequalification criteria	Point no 11 The bidder should have proven experience of insuring lives of One Lakh people in total under group personal accident insurance scheme during the last financial year i.e. FY 2023-24.	Can we submit self declaration letter duly attested with authorized signatory, instead of Chartered Accountant	Bidders to comply with RFP terms.
24	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	64	Appendix D	Draft Contract Agreement	Contract Agreement	Please confirm does the contract agreement needs to be submitted by all bidder at time of submission or only by the Bidder who will win the bid	At this stage, bidders need to confirm the acceptance of Terms and Conditions of the RFP. The successful bidder will be required to sign the Contract agreement.
25	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Last 3 years per lakh rate	Bank reserves the right for not providing premium details for previous years.
26	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Last 3 years lives details	01-01-2022 to 31-12-2022: 87714 01-01-2023 to 31-12-2023: 86002 01-01-2024 to 31-12-2024: 83657
27	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Last 3 years claim details with bifurcation of claim type	Bidder to refer to the corrigendum-1.
28	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Expiry policy copy	Bank reserves the right for not providing premium details for previous years.
29	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Premium at inception	Bank reserves the right for not providing premium details for previous years.
30	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Premium at expiry	Bank reserves the right for not providing premium details for previous years.
31	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Members at inception	Member data for past 5 years: 01-01-2020 to 31-12-2020: 88522 01-01-2021 to 31-12-2021: 89177 01-01-2022 to 31-12-2022: 87714 01-01-2023 to 31-12-2023: 86002 01-01-2024 to 31-12-2024: 83657



32	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	Members at expiry	01-01-2024 to 31-12-2024: 83657
33	GeM Bid Ref: GEM/2024/B/5475373 dated 05/10/2024 ATC	NA	Annexure 8	Scope of work	NA	As at date claims	Bidder to refer to the corrigendum-1.

Date: 19/10/2024
Place: Bengaluru

Wants
Deputy General Manager

