



Vidyasagar Central Co-operative Bank Ltd., Midnapore

Head Office: Midnapore

At- Chhotobazar, P.O. Midnapore Dist. Paschim Medinipur, West Bengal, Pin- 721101
Phone-03222 - 266933/ 268601 /275417 G.M. - 03222 - 268630 Email: vcchmidnapore@gmail.com

Memo No. PD/1336

Date: 01.11.2024

e-Tender No:

NOTICE INVITING QUOTATION

Quotations are hereby invited in two bid system (Technical & Financial bid in two separate segments) by the Vidyasagar Central Co-operative Bank Ltd., Midnapore from reputed IRDA Accredited Insurance Companies having experience in providing cashless health insurance to the employees of State or Central Government Departments, PSUs, reputed corporate sectors, organizations for a period of more than 10 years for Group Health Insurance Scheme for employees (regular) and their family members of Vidyasagar Central Cooperative Bank Ltd., Midnapore initially for a period of one year, may be further extendable for another term of one year subject to the satisfactory performance and mutual consent.

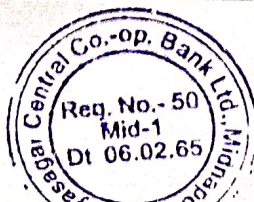
Description of employee families for health insurance	Estimated Total Premium for health coverage for 1 year	Earnest Money (Rs.)	Last date of Tender Submission
No. of regular employees = 294 No. of families = 288 No. of their family members = 971 (Separate Sheet attached)	Rs.35,00,000.00 excluding GST + premium for Corporate Buffer of Rs. 10,00,000.00 for 10 families (@ Rs.1,00,000.00 maximum for each family) and applicable GST	2 % of Quotation amount or Rs. 50,000.00 which is lower.	20.11.2024

Bid documents consists of two parts is available at Vidyasagar Central Co-operative Bank Ltd., Midnapore Head Office or can be downloaded from Bank's Website: <https://www.vidyasagarccb.in>.

The details are summarized below:

a	Purchaser	Vidyasagar Central Co-operative Bank Ltd., Midnapore
b	Scope of Tender	Cashless Group Health Insurance Scheme for regular employees and their family of Vidyasagar Central Co-operative Bank Ltd., Midnapore. a) Sum assured per family (under estimated premium of Rs. 35 Lakh excluding GST). b) Estimated premium for corporate buffer of Rs. 10 Lakh for 10 families (Rs. 1 Lakh maximum for each family).
c	Specifications	Technical Specifications of the items are given in Annexure – II
d	Web page for details of tender	Web Page: https://www.vidyasagarccb.in
e	Earnest Money Deposit	2 % of Quotation amount or Rs. 50,000.00 which is lower. All bid accompanied by a refundable earnest money / bid security amount of Rs.50,000/- (Rupees fifty thousand) only to the A/c No. 123002048872 (IFS Code: WBSCOVCCB39) of Vidyasagar CCB Ltd., Midnapore.
f	Address for communication	General Manager Vidyasagar Central Co-operative Bank Ltd., Midnapore At – Chhotobazar, P.O. – Midnapore Dist. – Paschim Medinipur, West Bengal, PIN – 721 101

General Manager,
Vidyasagar Central Co-operative
Bank Ltd., Midnapore



g	Mode of submission at the portal of e-tender (www.tenderwizard.com/eproc)	Submission through email, fax shall not be accepted under any circumstances.
h	Submission of tender	From 01.11.2024 to 20.11.2024
i	Date of opening of Technical Bid	20.11.2024 at 3.00 PM
j	Date of opening of Financial Bid	20.11.2024 at 4.00 PM
k	Selection Method	Least Cost Selection (L1), however the authority of the bank reserves the right to accept or reject any rate without assigning reason whatever.

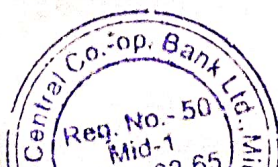
Eligibility:

1. The Bidder should be a registered private or public owned insurance company Incorporated under The Companies Act, 1956 and/or 2013, in India.
2. The Bidder should be registered with the IRDAI to carry out health insurance business for at least 10(Ten) years. For the avoidance of doubt, for the purposes of this Tender and determining health insurance business, health insurance business will exclude personal accident and travel cover, whether explicitly stated or not.
3. The Bidder should unconditionally accept the terms and conditions of this Tender Document.
4. IRDA Accreditation Certificate.
5. Cashless facility should be provided in all major hospitals in India and at least one each prominent hospitals located in Midnapore, Kharagpur, Jhargram, Egra and Contai.
6. 24 X7 helpline in case of in-house claim /TPA along with contact details.
7. The Bidder should not be blacklisted to participate in Govt. tenders.
8. Claim settlement ratio should be above 95%, documents to be attached.
9. Solvency ratio of insurance company should be more than 1.7. A declaration regarding solvency margin to be submitted.
10. Top up facility to be provided to the employees, if applied.

General Terms & Conditions:

- I. Application to participate in quotation as per prescribed format (Annexure-I,II & III).
- II. a) Technical Bid to be submitted in prescribed format (Annexure-II) along with following documents and duly signed necessary photocopies thereof:
 - 1) Registration certificate of firm /company.
 - 2) IRDAI Accreditation Certificate. A certificate of declaration for confirmation of IRDA guidelines (Annexure-IV) to be submitted.
 - 3) Declaration for non-Blacklisting. (Annexure-V)
 - 4) Self declaration of solvency ratio to be submitted.
 - 5) IT return for the Assessment Year 2022-23, 2023-24.
 - 6) GST Registration certificate along with latest chalan.

[Signature]
General Manager,
Vidyasagar Central Co-operative
Bank Ltd., Midnapore



7) PAN Card.

8) Signed copy of Tender submission undertaking.

9) List of Government/Semi-government/ Govt. of India Undertaking/Autonomous Body or Cooperatives for which such Insurance Scheme has already been provided along with the proof (Any three).

10) Details of TPA (if required)

11) A dummy copy of Group Health Insurance Policy with detailed terms & conditions.

12) Copy of EMD challan.

b) Financial Bid to be submitted in prescribed format (Annexure-III).

2. Standards of performance

The Service Provider shall deliver the services and carry out its obligations under the contract with due diligence and efficiency in accordance with generally accepted professional standards and practices. The Service Provider shall always act in respect of any matter relating to this contract as a faithful Service Provider to the Client. The Service Provider shall always support and safeguard the legitimate interests of the Client, in any dealings with a third party. The Service Provider shall conform to the standards laid down in the tender in totality.

3. Confidentiality

a) Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties. 9.2.2. The Service Provider shall ensure that while providing services, all the details and information is kept confidential.

b) During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

c) The Service Provider will maintain the confidentiality of the data stored on the computer systems of the end customer. The Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Client has the right to take legal action against the firm.

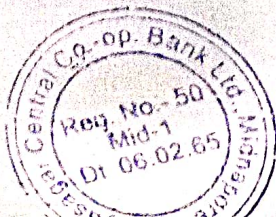
4. The Quotation documents are to be collected from the office of the Vidyasagar Central Co-Operative Bank Ltd. (Head Office), Midnapore, Paschim Medinipur or may be downloaded from the bank's website <https://www.vidyasagarccb.in> during the period mentioned in this notice.

5. The bidder whose bid has been accepted will be notified by the Quotation Inviting & Accepting Authority through acceptance letter/Letter of acceptance. The notification of award will constitute the formation of the contract. After final selection of agency, a formal agreement may be executed within 7 (Seven) days from the date of receipt of the work order with the concerned authority of the institution in a non judicial stamp paper.

6. All bids must be accompanied by a refundable Earnest money deposit amount to 2 % of Quotation amount or Rs. 50,000.00 which is lower in favour of Vidyasagar Central Co-operative Bank Ltd, Midnapore through NEFT/RTGS to A/c No. 123002048872, IFSC: WBSCOVCCB39 of the Bank and the UTR No has to be mentioned in the quotation. Earnest money received from other unsuccessful tenders will be returned without interest on demand. No interest will be paid for earnest money.

7. Bids, which are late/ vague/conditional/Incomplete / not confirming to the laid down procedure in any respect will be rejected.

[Signature]
General Manager,
Vidyasagar Central Co-operative
Bank Ltd., Midnapore



8. In case of differences arising in the terms & conditions of the tender documents with the company(s), the decision of VCCBL shall prevail.

9. The offered rate should be excluding of GST. No other form of charges will be borne by the bank.

10. Authority of the Vidyasagar Central Co-operative Bank Ltd. shall assess the ability of the agencies to render the services based on the company profile, rating, solvency margin, settlement claim ratio and on such other criteria as it may fix and the financial Bids of only those firms qualifying the technical evaluation will be considered.

11. The successful company shall at its own cost comply with the provision of orders and notification issued by the Bank.

12. In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.

13. In case of failure in settlement of claims within the period, the penalty will be enforced as per Bank's norms and may be adjusted with security deposit money.

14. The period of contract will initially be for one year and can be extended on mutually agreed terms and conditions on satisfactory services provided by the company.

15. Vidyasagar Central Co-op. Bank Ltd reserves the right to modify/ change/ add any further terms & conditions prior to issue of agreement.

16. Annexure-1 of NIQ to be furnished in the Company's official letter head with full address and contact number etc., otherwise it will be treated as canceled.

17. All the above terms & conditions have to be accepted by the bidder.

18. Submission of Tender:

The tender must be submitted at the tender wizard website, a third party vendor having MOU with Vidyasagar Central Co-operative Bank Ltd, Midnapore, Paschim Medinipur, Pin-721 101 and the bid shall contain two separate portion of containing Technical & Financial bids.

a) If both or either of the bids are incomplete, the Purchaser will assume no responsibility for rejection of the bid.

b) All the columns of the tender shall be duly, properly and exhaustively filled in. No changes / revision will be accepted later on.

c) Tenders received in box/ letters/ fax/ email will not be considered.

19. Financial Bid Submission:

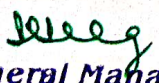
a) The intending Bidder has to offer the amount of sum assured per family on Floater basis to the extent that total premium amount excluding GST not to exceed Rs. 35 lakh.

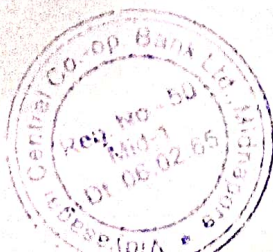
b) The intending Bidder has to submit the estimated premium for Corporate Buffer of Rs. 10,00,000.00 for 10 families (@ Rs.1,00,000.00 maximum for each family).

20. Opening of Technical Bid:

The technical bid of tenders will be opened at Vidyasagar Central Co-operative Bank Ltd. Head Office, Midnapore, Paschim Medinipur on the 20th November, 2024 at 3.00 p.m.

21. Opening of Financial Bid:


General Manager,
Vidyasagar Central Co-operative
Bank Ltd., Midnapore



21. Opening of Financial Bid:

The Financial Bid of only technically qualified bidders will be opened on the 20th November, 2024 at 4 p.m. The Bank has every right to offer Award of contract (AOC) to fittest bidder considering all terms & conditions and performance of the insurance company, L1 will not be the only criteria to be selected or the Bank may scrap the tender as a whole at any time if it thinks fit.

22. Evaluation of Bids:

If there is discrepancy between the amount quoted in Financial Bid in the column amount written in words will prevail.

23. Disqualification:

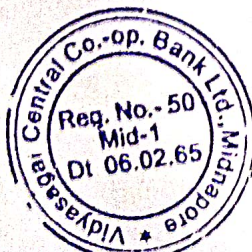
VCCBL may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:

- a) Made misleading or false representations in the forms, statements and attachments submitted in bid documents, The EMD of the bidder will be forfeited in such cases.
- b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- c) Failed to provide clarifications related thereto, when sought.
- d) Submitted more than one bid (directly / indirectly).
- e) Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.
- f) Imposed fine by regulatory body for any reason.
- g) Submitted a bid with price adjustment/variation provision.
- h) Documents are not submitted as specified in the tender document.
- i) Suppressed any details related to bid.
- j) Submitted incomplete information, subjective, conditional offers and partial offers submitted.
- k) Not submitted documents as mentioned in this tender.
- l) Submitted bid with lesser validity period.
- m) Any non-adherence/non-compliance to applicable tender content,

24. Force Majeure:

In the event of any unforeseen circumstances directly interfering with the supply of goods/ work/service arising during the execution of order such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, earthquakes, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the Bidder shall, within a week from the commencement thereof, notify the same in writing to the Purchaser with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days "notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other.

[Signature]
General Manager,
Vidyasagar Central Co-operative
Bank Ltd., Midnapore



25. Code of Ethics:

The Purchaser as well as the Bidder shall observe the highest standard of ethics including laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", during the procurement or execution of such contracts, If the bidders are found in Bid pooling or against law against fraud and corruption then their firms may be blacklisted.

26. Jurisdiction:

In the event of any dispute the legal matter shall be subjected to the jurisdiction of Calcutta High Court only.

Special Terms & Conditions:

1. Cashless facility should be provided in all major Hospitals in India and at least one each prominent hospital located in Midnapore, Kharagpur, Jhargram, Egra and Contai. Details of such Hospitals are to be provided. All transactions with these hospitals should be totally cashless.
2. Baby cover from Day 1. All type of disease including Mental Illness/ Genetic Disorder / Cancer/HIV etc to be covered.
3. Advanced procedures including robotic surgery to be covered.
4. There should be a dedicated helpline (24 x 7) from the Insurance Company available and the contact details should be furnished in the tender.
5. Doorstep reimbursement facility for cases of reimbursement to individual and reimbursement amount can be made directly to the members only preferably within 15 days from the date of submission of required documents. The response time at the time of admission should be maximum of six hours.
6. Reports including the claims of individuals and the details of settlement are to be furnished to VCCBL on monthly basis or as and when required by VCCBL.
7. Portion of Premium amount for parents out of total premium paid to be supplied separately to the bank.
8. Admission and discharge to and from the hospital preferably on 24x7 basis.
9. Adequate experience in providing Group Insurance during past 10 years (Attach proof).

Md. Idrish Ali Gazi 1/11/2024

Md. Idrish Ali Gazi
Jt. Registrar of Cooperative Societies
&
General Manager
VCC Bank Ltd., Midnapore

Memo No. PD/1336

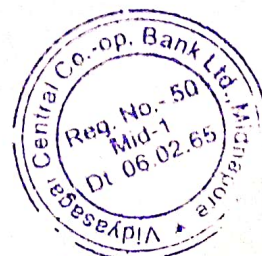
Date: 01.11.2024

Copy forwarded for necessary information to:

1. Deputy General Manager (IT), Vidyasagar Central Co-operative Bank Ltd. He is requested to upload the tender notice at Bank's website.

Md. Idrish Ali Gazi 1/11/2024

Md. Idrish Ali Gazi
Jt. Registrar of Cooperative Societies
&
General Manager
VCC Bank Ltd., Midnapore





Annexure-1

Tender Form

(Group Health Insurance Scheme for the employees & their family of the Bank)

Details of the Company

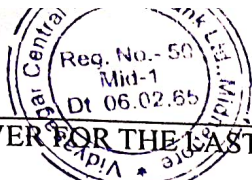
1.	Name	
2.	Address of Corporate Head quarter	
3.	Date of Incorporation	
4.	Date of Commencement of Business	
5.	Address and contact numbers of its Branch office	
6.	Name and contact number details of Branch Head	
7.	Email ID	
8.	PAN (Please enclosed attested photocopy)	
9.	GST No (Please enclosed attested photocopy)	

Particulars of the Authorised signatory of the Bidder

10.	Name	
11.	Designation	
12.	Address	
13.	Mobile No	
14.	Email id	

Particulars for Financial Transaction

15.	Details of Bank along with certified extracts containing transaction during last three years. (Please enclosed attested photocopy)	Name of Bank: Name of Branch: Account No.: IFSC Code. :
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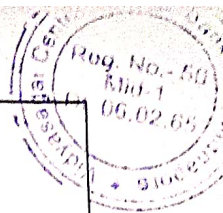
16.	ANNUAL TURNOVER FOR THE LAST 3 YEARS (Please enclose copy of documents)	2021-22: 2022-23: 2023-24: (Please enclose photocopies of audited balance sheet and P&L A/C).
17.	Acceptance of Terms & Condition and declaration of Authorized Person of firm / company .	Attached as per Annexure-VI
18.	Details of NEFT	UTR No : Date: Amount:
19.	Any other relevant document(s) not listed above (please mention and attached)	

Name & Signature of Authorized Signatory with Seal

GENERALISED PLAN FOR GROUP HEALTH INSURANCE POLICY FOR VIDYASAGAR CENTRAL CO-OPERATIVE BANK LTD. EMPLOYEES AND THEIR FAMILY MEMBERS

Technical Bid

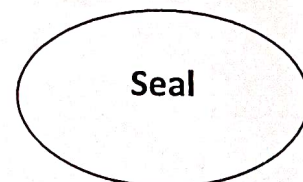
Technical Details				Remarks	Comments of the Insurer
Group Name	Vidyasagar Central Co-operative Bank Ltd., Midnapore			This is a requisite plan / scheme for the said group health insurance. However, the interested insurance company may provide a dummy copy of its group health insurance scheme which must satisfy all the requisite of this proposed group health insurance plan.	
Location	Midnapore: Paschim Medinipore				
Commencement Date	01.12.2024	Period	One year		
Insured Group Details					
		01.12.2024 (Projected)		Actual number of employees to be finalized before award of contract	
No. of employee		294			
No. of employees family unit		288			
Total number of family members		971			
No. of Retired Employees Family Unit		0			
Family Definition		Structurally the family size will be of 6(six) members (1 Primary member + 1 Spouse + 2 Children (Son / Daughter unmarried dependent below 25 years) + dependent parents). In case of married female employees dependent parents means dependent father-in-law /mother-in-law)			
Coverage Age		Child (Son / Daughter) below 25 years. Existing employee till in employment of the Bank. Retired employees beyond 60 (Sixty) years and retired employees from 01.01.2025 may be continued with own contribution from next year. (Only ex-employee and spouse) Dependent parents are covered without age limit.			
Floater / Individual		Floater			
Sum Insured Bands		To be fixed			



Help Line	There should be a dedicated helpline (24 x7) from the Insurance Company available and the contact details should be furnished in the tender.		
Coverage & Benefits Details		Remarks	Comments of the Insurer
Family Floater	Yes		
Coverage of Pre existing diseases	To be covered		
Cashless facility	To be applicable		
Reimbursement facility	To be applicable		
Waiting Period	To be waived		
Pre and post hospitalization expenses	30 days pre and 60 days post hospitalization expenses to be covered.		
Coverage of Consumables	Not to be covered		
Mid-term Addition	New employees and family shall not be included in policy during the year. No mid-term addition is allowed during policy term.		
AYUSH Treatment	Applicable, treatment in Govt. Hospitals / Medical Corporations recognized by NABH to be covered in the scheme.		
Corporate Buffer	Rs. 10,00,000.00 for 10 families (@ Rs.1,00,000.00 maximum for each family).		
Room Rent Capping	Normal – 6,000.00 per day ICU / ICCU – 14,000.00 per day		
Ambulance Charges	To be covered. Maximum Rs. 6,000.00		
Robotic Surgery	To be covered		
Critical illness cover	To be covered		
TPA	IRDAI approved TPA services involved (if any) and Name and contact details to be submitted. The authorized representative of the Bank will participate in the screening process of TPA. List of Network of Authorized Hospitals to be provided.		
Day Care Procedures	Applicable. List to be provided by the Insurer.		
Day Care coverage	To be covered.	Capping in Cataract Surgery – 35,000.00	
Sub limit of diseases, if any	Capping in Knee replacement Surgery – 1,50,000.00		
Waiver of 9 months waiting period for Maternity	Yes		
Limit for Maternity Expenses	For Normal Rs. 20,000.00 For Caesarean Rs. 40,000.00		
Child cover from day one	Yes		
Coverage	10 % of the family sum insured		
Copayment	20 % for dependent parents		

Any service Charges on Medical Bills	Should not be deducted from the individual Claim		
Any other Benefit	Any other benefit that the insurance company may have in its fold and want to provide may please be declared in tender. 1. Annual Health Checkup of the employee. 2. Individual top up on sum assured.		
Company Information		Remarks	Comments of the Insurer
Experience in Health Insurance Business	10 Years	Submit a copy	
Whether Blacklisted to participate in Government tenders	(Yes / No)	Declaration under annexure-v to be submitted	
Solvency Ratio	Above 1.7		
Claim Settlement Ratio	Above 95%		
Hospital Presence	PAN India		

Name and Signature of Authorized Person



Vidyasagar Central Co-operative Bank Ltd., Midnapore

Financial Bid for Group Health Insurance Policy for Employees and their Family Members:

Sr. No.	Particulars	Amount in Rs. (Both figure and word)
A. 1	Maximum amount of sum insured per family on floater basis for period of one year.	
A. 2	Corporate Buffer Amount	Rs. 10,00,000.00 Lakh
B. 1	Total Premium excluding GST for coverage of sum insured for a period of one year.	Rs.35,00,000.00 Lakh
B.2	Premium for Corporate Buffer of Rs. 10,00,000.00 for 10 families (@ Rs.1,00,000.00 maximum for each family)	
	Total Premium Amount	
	GST	
	Grand Total	
	Out of Total Premium paid, (B.1) Premium amount for coverage of Parents for a period of one year	

Date:

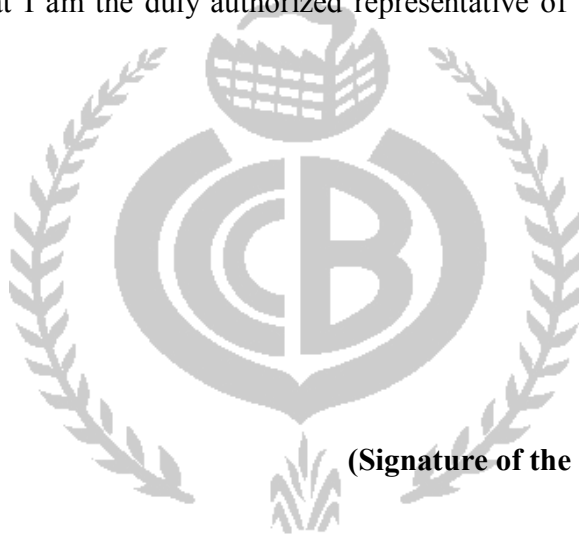
Signature of Bidder

ANNEXURE - IV

**CERTIFICATE OF DECLARATION FOR
CONFIRMATION OF IRDA GUIDELINES**

I,..... hereby certify that our offer No. dated against tender specification No. does not amount to any breach of IRDA guidelines. I further confirm that in the event of disclosure at a later stage that the same are not in line with IRDA Guidelines and IIPE VISAKHAPATNAM is put to any disadvantage or face cancellation of the Policy or any claim becomes substandard/untenable, the whole liabilities arising out of this shall lie squarely on us.

I, further certify that I am the duly authorized representative of the Insurer and competent to agree as above.



(Signature of the Tenderer with seal)

ANNEXURE – V

DECLARATION FOR NON-BLACK LISTING

I,..... hereby certify that all the information and data furnished by me with regard to this tender specification are true and complete to the best of my knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

I, further certify that I am the duly authorized representative of the under mentioned tenderer.

I, further certify that my company meets all the conditions of eligibility criteria laid down to take part in the tender.

I, further specifically certify that my company meets/is having Medical Insurance participation in minimum three major companies/institutions/organizations etc. in the last five years details of which are attached.

I, further specifically certify that my company has not been Black Listed/Delisted or put to any Holiday by any Institutional Agency/Govt. Department/Public Sector undertaking in the last three years.

(Signature of the Tenderer)

ANNEXURE-VI

TENDER SUBMISSION UNDERTAKING

To,

Date:

The General Manager

Vidyasagar Central Co-op Bank Ltd. Midnapore

Midnapore, Paschim Medinipur,

PIN -721101

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work:

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.

3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.

4. In case any provisions of this tender are found violated, then your organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely along with taking action as per other remedies available under law.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)