



Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

I. Amendment to the RFP

S N	RFP Clause Reference	Existing Clause	Revised Clause
1.	Page 9 of RFP Terms and Conditions [F]:	Addition/Deletion of the members will be done on monthly basis. Bank will share the data by 10 th of next month and the premium for such accounts shall be on pro-rata basis from date of coverage up to the date of expiry of policy that will be paid in advance in lots of 1000 customers. Upon saturation of 900 members, next lot of advance premium will be initiated.	Addition/Deletion of the members shall be done on monthly basis. Bank shall pay the premium amount in advance and eligible account holder shall be covered for 12 months from date of coverage. (for example – List of first lot of 1000 customer shared on 10 august – coverage shall start from 10 th Aug 24 to 9 th Aug'25. List of 2 nd lot of 500 customers shared on 1 st Sept'24 – Policy shall start from 1Sept'24 to 31 st Aug'25.

Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

II. Banks' Responses to Bidders' Queries

S.no	Query	Bank's Reply
1	1.Previous year policy copy.	Not Applicable, New Policy
	2.Last year Claims Dump.	Not Applicable, New Policy
	3. Who is the previous insurer.	Not Applicable, New Policy
	4. What is the final group size in expiring policy.	Not Applicable, New Policy
	5. What is the premium paid during expiring policy and any claims in expiring policy.	Not Applicable, New Policy
	6. Please share details like Active Members data or Demography with Age-group wise*, any relevant documents according to the requirements.	Proposed GHI shall be offered to existing as well as new customer on-boarded under the captioned Salary Product of the Bank in the age group of 18 to 60 years.
2	1.Please confirm whether the required policy is Fresh or Renewal?	Fresh
	2.Please confirm who will bear the premium for policy, Bank or Customers?	Bank
	3.Is the required cover on selection basis or all account holders will be covered in the policy?	On selection basis

Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

	4.Please provide expiring policy copy with terms and conditions and premium details.	Not Applicable
	5.Please provide Premium paid for last three years in case of renewal of policy.	Not Applicable, Fresh Policy
	6.Please provide line item wise Claim Dump for last three years for Group Health Insurance of the subject policy.	Not Applicable
	7.Can we submit the NDA & Integrity pact on company Letter Head or it is required on Stamp paper?	NDA & Integrity pact can be submitted on company's letter Head and upon final selection (L1 bidder) need to submit on stamp paper.
3	1.We may not agree for paying claims to Bank we may pay the claim only to claimant. 2.If all the specific account holders are eligible for the insurance why the indicative no is given as 10,000. If all the existing such account holders will be brought within the ambit of the scheme.	Payment should be made to claimant's A/c maintained with our Bank. Bank will select the account holders at its discretion based on their Gross Salary hence all of them may not be eligible for insurance coverage.

Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

4	1. Age banded distribution of all the account types where GHI cover is required. (Age bands of 5 years is preferred.)				Proposed GHI shall be offered to existing as well as new customer on-boarded under the captioned Salary Product of the Bank in the age group of 18 to 60 years.
	<u>Age Band Distribution Percentage -</u>				
	Age Band	Platinum Variant	Diamond Variant	Gold Variant	
	18 – 25 Years				
	26 – 30 Years				
	31 – 35 Years				
	36 – 40 Years				
	41 – 45 Years				
	46 – 50 Years				
	51 – 55 Years				
	56 – 60 Years				
	Above 60 Years				

Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

	<p>2. Our understanding on the count of policies is that there are 22,674 accounts currently, and 10,000 accounts are to be opened. In that case, the approximate total count will be 32,674 (depending on the actual count of new account holders). Kindly confirm if this is correct.</p>	<p>Bank envisage to offer GHI to 10000 existing as well as new customers on-boarded under the captioned Salary Account Product of the Bank.</p>												
	<p>3. Is the pricing required on age banded basis or age agnostic basis?</p>	<p>Uniform premium rate per thousand coverage per year for entire period of 3 years under each variant.</p>												
	<p>4. The "Indi Sampurna Salary Package" is only for civilians, or does it include non-civilian accounts as well. If it includes non-civilian accounts, please specify the proportion of the same. Kindly share in below table. Civilian & Non Civilian Account Distribution</p>	<p><u>Civilians only.</u></p>												
	<table border="1"> <thead> <tr> <th data-bbox="414 906 607 975">Particulars</th> <th data-bbox="607 906 844 975">Percentage Split</th> <th data-bbox="844 906 1039 975"></th> <th data-bbox="1039 906 1191 975"></th> </tr> </thead> <tbody> <tr> <td data-bbox="414 975 607 1027">Civilian</td> <td data-bbox="607 975 844 1027"></td> <td data-bbox="844 975 1039 1027"></td> <td data-bbox="1039 975 1191 1027">100%</td> </tr> <tr> <td data-bbox="414 1027 607 1091">Non - Civilian</td> <td data-bbox="607 1027 844 1091"></td> <td data-bbox="844 1027 1039 1091"></td> <td data-bbox="1039 1027 1191 1091">NA</td> </tr> </tbody> </table>	Particulars	Percentage Split			Civilian			100%	Non - Civilian			NA	
Particulars	Percentage Split													
Civilian			100%											
Non - Civilian			NA											

Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

5	<p>1. With respect to policy premium, it is mentioned that “the rates for the policy will remain unchanged for the entire policy period of 1 year and subsequent renewals for minimum 2 years”.</p> <p>We would like to highlight that the premium quoted is a function of claims under the policy. If claims are less, premium will be revised downwards and bank can avail benefit of lower premium rates. Hence it is advisable that this condition be removed so that premium can be changed basis the claims ratio.</p>	<p>Rates for the policy will remain unchanged for the entire policy period of 1 year and subsequent renewals for minimum 2 years”.</p>
6	<p>1.GPA: Nil claims confirmation shared in RFP but prior 2 years claims details needed 2.GMC: Fresh requirement</p>	<p>Nil Claim</p>
7	<p>1.Bidder wishes to confirm if the coverage is mandatory for all account holders under Platinum, Gold & Diamond</p>	<p>No, Policy shall be provided to eligible a/c holders as per Bank’ Discretion.</p>
	<p>2.Bidder wishes to understand the definition of Platinum, Diamond & Gold customers and criteria of classification of the same</p>	<p>Above Classification is based on Gross Salary basis.</p>
	<p>3.Bidder wishes to confirm on the details of premium sponsor – is the premium borne by bank or the customer</p>	<p>Premium shall be borne by the Bank.</p>
	<p>4.Bidder wishes to confirm if bank requires COI copy for all accounts</p>	<p>Master Policy shall be issued with I Card to individual Account Holder.</p>

Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

	5. Bidder wishes to confirm if the NDA is to be submitted along with Technical Bid documents or Eligibility Bid Documents	Please refer RFP page no. 13								
	6. Bidder wishes to confirm if relevant reported Public Disclosure forms may be submitted with regards to the same	Please refer RFP page no. 13								
	7. Bidder requests bank to share link for Pre-Bid meeting	Already Shared.								
8	<p>1. In RFP only PED waiting period is mentioned, Please confirm on Initial Waiting/ Disease Specific Exclusions Periods.</p> <table border="1" data-bbox="295 831 860 1050"> <thead> <tr> <th>Waiting Periods</th> <th>Days/Month</th> </tr> </thead> <tbody> <tr> <td>Initial Waiting Period</td> <td></td> </tr> <tr> <td>Waiting Period for Disease Specific Exclusions</td> <td></td> </tr> <tr> <td>Waiting period for Pre-Existing Diseases (PED)</td> <td>36 Months</td> </tr> </tbody> </table> <p>2. Whether customer will share the Good Health Declaration for availing this policy.</p>	Waiting Periods	Days/Month	Initial Waiting Period		Waiting Period for Disease Specific Exclusions		Waiting period for Pre-Existing Diseases (PED)	36 Months	<p>Waiting period for all PED is 36 months from the date of first policy.</p> <p>Yes insurer may take GHD from the customer.</p>
Waiting Periods	Days/Month									
Initial Waiting Period										
Waiting Period for Disease Specific Exclusions										
Waiting period for Pre-Existing Diseases (PED)	36 Months									



Bid Ref: REQUEST FOR PROPOSAL (RFP) for Group Personal Health Insurance Policy for Account holders of Specific Savings Bank Scheme of Indian Bank dated 23.07.2024

ADDENDUM I dated 06.08.2024

Common Query during pre- bid meeting.

Sl No.	Query	Bank's Reply
01	NDA & Integrity pact required to be submitted on company Letter Head or it is required on Stamp paper?	NDA & Integrity pact can be submitted on company's letter Head and upon final selection (L1 bidder) need to submit the same on stamp paper.
02	Whether A/c holders shall be covered on pro-rate basis or for 12 months from the date of insurance.	<p>No, A/c Holders shall not be covered on pro-rata basis.</p> <p>Addition/Deletion of the members shall be done on monthly basis. Bank shall pay the premium amount in advance and eligible account holder shall be covered for 12 months.</p> <p>(for example – List of first lot of 1000 customer shared on 10 august – coverage shall start from 10th Aug 24 to 9th Aug'25.</p> <p>List of 2nd lot of 500 customers shared on 1st Sept'24 – Policy shall start from 1Sept'24 to 31st Aug'25.</p>