



# BANGIYA GRAMIN VIKASH BANK

Head Office: Berhampore, Murshidabad  
HR DEPARTMENT

Dated: 22.07.2024

## Responses/Clarifications to the queries raised by intending bidders.

**Re: RFP for empanelment of Insurance Broker for Group Mediclaim Policies for existing Employees and Retirees Bangiya Gramin vikash Bank issued vide RFP Reference No: BGVV/HR/ 3071 /2024-25 Dated: 10-07-2024**

Inviting a reference to the captioned RFP for Group Mediclaim Policies for existing Employees and Retirees of Bangiya Gramin vikash Bank (also referred herein as BGVV).

The intending parties interested in bidding process are requested to take cognizance of Bank's clarifications In response to queries raised by the bidders for the captioned RFP Notice No. BGVV/HO/ HR/ 3071/ 2024-25 dated 10.07.2024 within stipulated time frame and act accordingly.

**General Manager (HR)**



Encl:

- i. Clarifications In response to queries raised by Participants in reference to RFP Notice No. BGVV/HO/ HR/ 3071/ 2024-25 dated 10.07.2024



**Responses/Clarifications to queries raised by Participants in reference to RFP Notice No. BGVV/HO/  
HR/ 3071/ 2024-25 dated 10.07.2024**

Sl. No	Provision of RFP dated 10.07.2024	Queries/ Suggestion / Deviation of Bidders	Bank Response
1.	Empanelment Letter & satisfactory performance certificate to be submitted.  Refer : Page no 13, Point no 18	Some Firms have requested to accept Empanelment letters as all clients do not issue performance certificates.	The Competent Authority has decided to accept the request. Performance Certificate, if available is to be submitted along with the Empanelment Letter.
2.	Claim Handling Capabilities.  Refer: Page no - 17	It has been stated by one of the bidders that The claims pertaining to health policies are processed by the Third- party Administrators (TPAs) and settled by the insurance companies. Hence question 1 to 4 are relevant to them (TPAs).  However, the brokers experience can be judged based on question no. 5 and 6 of the claim handling capabilities.	The Competent Authority of the Bank stands with its original proposal regarding the evaluation of Claim Handling Capabilities of a brokerage firm.  Some firms already have in house TPA, the remaining bidders have to collect the relevant information and present it before the Bank for evaluation of Claim Handling Capabilities
3.	Experience in Handling Group Health Insurance Policies & Claim Handling Capabilities.  Refer: Page no -16 & 17, Part 2 & 3	One of the firms has requested to include the number of years in the Criterion 2 & 3 for evaluating Experience in Handling Group Health Insurance Policies & Claim Handling Capabilities.	The Competent Authority of the Bank stands with its original proposal regarding the evaluation of Claim Handling Capabilities of a brokerage firm.
4.	Experience in Health Risk Management Services.  Refer: Page No 14 (Annexure I, particulars of Company), SI No 12 Page No 13, sl No 18	Some firms has expressed concern that experience in the Health Risk Management services is highly subjective hence a self-certification from the authorized signatory should be accepted as the auditor will not be able to certify the same.	The Competent Authority has decided to accepted self-certification from the CEO of the company if Auditor's Certificate is not available.
5.	Details of Regional Rural Bank/Public Sector Banks / Public Sector Companies being served as your client for Group Medclaim Policies.  Refer: Page No 14 (Annexure I, particulars of Company), SI No 13, Number of Regional Rural Bank/Public Sector Banks / Public Sector Undertakings Group Medclaim polices in line with IBA medical insurance scheme brokered. Refer: Page No 16 , SI No 3	One of the bidders has requested to revise their client base and include GOI organisation along with Regional Rural Bank/Public Sector Banks / Public Sector Companies.	The Competent Authority has decided to stand by its original decision as stated in the RFP.

Anjan Ghosh

*[Signature]*  
22/07/2024

*[Signature]*





Sl. No	Provision of RFP dated 10.07.2024	Queries/ Suggestion / Deviation of Bidders	Bank Response
6.	The bank intends to shortlist three Insurance Broking Firms for empanelment by issue of this RFP. Out of three one broking firm would be selected based on lowest quote from Public Insurance Companies acceptable to Bank  Refer: Page No 4, SI No 5	Some firms queried regarding the empanelment of three Broking Firms instead of one. They have also suggested to procure quotations form Private Sector Insurance Companies as well.	The Competent Authority of the Bank has decided to stand by its original decision as stated in the Page No 4, SI No 5 of the said RFP.
7.	Annexure I, Particulars of Company) Type of Licences  Refer: Page No 14, SI No 3	One of the firms has asked whether the document required is the License issued by IRDAI to carry out the Insurance broking activities or Trade License issue by the corporation/Municipality	It is Clarified that copy of the license issued by IRDAI to carry out Insurance broking activities is to be submitted.
8.	Presentation Date Refer : Page No 9, Point no 3	Some firms have requested to provide the tentative dates of the presentation in order to prepare for the presentation and make travel arrangements.	The Competent Authority has settled on 31 <sup>st</sup> July 2024 as the date of presentation.
9	Checklist of Mandatory Documents to be submitted By Bidder.  Refer: Page No 13, SI No 11-17 Annexure I, Particulars of Company) Type of Licences  Refer: Page No 14, SI No 5-16	Some firms queried whether Auditor Certificate is mandatory for the following Documents mentioned in Page 13, SI No 11 to 17 & Page 14, SI No 5 to 16.	It is clarified that the Bank will accept the required information on Company letter head sealed and signed by the CEO if Auditor's Certificate is not available.  Particulars mentioned in SI No 7 & 8 in Page no 14 remains unchanged.
10.	Number of Corporate Group Medclaim Policies brokered having coverage of minimum 10000 people.  Page No 16, Point No 2	Some firms queried if Corporate means Private as well as Government	Yes.

Anjan Ghosh,

*[Signature]*  
22/7/2024

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