



**Group Health Insurance Policy for ReBIT Employees**

**Request for Proposal (RFP)**

(1 August 2025)

RFP: ReBIT/CPO/2025-26/PR228/581/040

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**Reserve Bank Information Technology Pvt. Ltd.  
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706**

## Disclaimers and Disclosures

ReBIT has prepared this document to give background information to interested parties for participating in this RFP. While ReBIT has taken due care in the preparation of this RFP document and believes it to be accurate, neither ReBIT nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. The information is not intended to be exhaustive.

Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by ReBIT in submitting a bid. The information is provided on the basis that it is non-binding on ReBIT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. ReBIT reserves the right to modify the requirements as well as add or delete, as the case may be, to meet ReBIT's requirements at any point of time.

ReBIT reserves the right not to proceed with the RFP, to alter the Schedule of Events reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest.

ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever. ReBIT also has the right to re-issue the tender without the Bidder having the right to object to such reissue.

This RFP is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on ReBIT. This RFP is only a document that invites interested parties to, on a non-exclusive basis, express an interest with no obligation, commitment or liability of any manner devolving on ReBIT, either on account of the issue of this RFP to the interested parties, or upon receipt of any response from the interested parties thereto, or any meetings or presentations made.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. All expenses incurred by the interested parties as a result of responding to, or further to this RFP, are to their own account and ReBIT will not be liable in this respect whatsoever. No reimbursement of cost of any type will be paid to persons or entities proposing a solution.

Please note that any part or the whole of information, directly or indirectly learnt, for any other purpose, other than for conducting work under the ambit of the RFP issued by ReBIT is not authorized.

### Schedule of Events

The following is an indicative timeframe for the overall process. ReBIT reserves right to vary from this timeframe at its absolute and sole discretion and without providing any notice/termination or reasons thereof. Changes to the timeframe will be communicated.

<b>RFP inviting authority</b>	<b>Reserve Bank Information Technology Pvt. Ltd. (ReBIT)</b>
RFP BID reference number	ReBIT/CPO/2025-26/PR228/581/040
RFP requirement	Group Health Insurance Policy for ReBIT Employees
Method of selection	Selection will be based on Least Cost (L1). Reverse auction may be considered on ReBIT's discretion (if required).
Availability of RFP documents	<b>01-August-2025</b> RFP document shall be available on ReBIT's website and Procurement Mailbox. (URL: <a href="https://rebit.org.in/procurement">https://rebit.org.in/procurement</a> ) and Procurement Mailbox ( <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> ).
Last date and time for submission of pre-bid queries and	<b>04-August-2025 16:00 Hrs.</b> Queries should be submitted in the format prescribed in Annexure - E of this RFP and sent to <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a>
Pre-bid meeting	<b>05-August-2025 16:00 Hrs.</b> Through Video conferencing. The video conferencing link will be shared with those bidders who are interested to participate in the meeting.  The bidders who are interested to participate in the pre-bid meeting are requested to send an e-mail request for the same with their details at <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> along with their queries, if any, as per the last date and time specified above for submission of the pre-bid queries.
Date of communication of responses to pre-bid Queries and corrigendum if any	<b>06-August-2025</b> through ReBIT's website (URL: <a href="https://rebit.org.in/procurement">https://rebit.org.in/procurement</a> ) and Procurement Mailbox ( <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> )
Last date and time for bid submission (on or before)	<b>12-August-2025 up to 15:00 Hrs</b> through Procurement Mailbox ( <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> )
Technical Bid opening	<b>12-August-2023 at 16:00 Hrs</b> Through Video conferencing. The video conferencing link will be shared with bidders through ( <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> )
Price Bid opening	To be informed later to the eligible bidders qualifying Technical Evaluation.
Proposal validity	Proposals must remain valid up to 180 (One Hundred and Eighty) days from the last date of submission.
Name and address for communication	Procurement Manager, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706 Email: <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> , Phone No. 022 50233139/141

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## 1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI) as one of its wholly owned subsidiaries, to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT advises, implements and monitors internal or system-wide IT projects (both existing & new) of the Reserve Bank of India and manages its critical IT systems.

## 2. Invitation of Bids

Reserve Bank Information Technology Pvt. Ltd. hereinafter also referred to as 'ReBIT', issues this Request for Proposal, hereinafter called 'RFP', The purpose behind issuing this RFP is to invite quotation from eligible bidders who will provide Group Health Insurance Policy (GHI).

This RFP is an invitation for responses from eligible bidders. No contractual obligation on behalf of ReBIT whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized official of ReBIT and the successful Bidder. However, until a formal contract is executed, this RFP together with ReBIT's written acceptance & notification of award shall constitute a binding contract with the successful Bidder.

Bidder(s) are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

All offers of the Bidders shall be unconditional and once accepted (with or without modifications) by ReBIT shall be binding between ReBIT and such Bidder. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

## 3. Definition of terms

Throughout this RFP, the following terms shall be interpreted as indicated below unless inconsistent with the subject matter or context:

- i. **Bidder / Service Provider** – An eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid and the Earnest Money Deposit.
- ii. **Insurance Broker** - A company appointed by ReBIT for providing services towards identification of appropriate insurance policies relevant for ReBIT and its employees, and also selection of the most eligible insurance company for providing such policies.
- iii. **ReBIT / Purchaser** - Reference to "ReBIT", "the ReBIT" and "Purchaser" shall be determined in context of this RFP.
- iv. **Proposal / Bid** – the Bidder's written reply or submission in response to this RFP.
- v. **RFP** – The Request For Proposal (this document) in its entirety, inclusive of any addenda/corrigendum that may be issued by ReBIT.
- vi. **Services** – "Services" means all services, scope of work to be provided by a Bidder as described in the RFP.

## 4. Minimum Eligibility Criteria

Only those Bidders who fulfil the eligible criteria mentioned at **Annexure – G** are eligible to respond to this RFP. Document(s) in support of eligibility criteria are required to be submitted along with the Technical Bid. Bids received from the Bidders who do not fulfil any of the eligibility criteria Mentioned or bids received without the necessary documents, are liable to be rejected.

## 5. Scope of Work

### 5.1 General terms

This RFP is issued to select a suitable IRDAI licensed Insurance Company (vendor) and enter into a contractual agreement with the vendor for the proposed Group Health Insurance Policy for ReBIT employees as per the scope mentioned in the subsequent sections of this document.

ReBIT expressly stipulates that Bidder's selection under this RFP is on the express understanding that the bidder has read and understood all the terms and conditions contained in this RFP.

The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment.

The successful vendor shall need to provide insurance service to ReBIT for a duration of minimum **12 months**. The engagement duration may be extended based on mutual agreement and as per the ReBIT's requirement and compliance.

## 5.2 Detailed Scope of Work

### 5.2.1. Group Health Insurance Policy:

The purpose behind issuing this RFP is to select the most suitable insurance company who will provide the Group Health Insurance Policy for **991 employees** of ReBIT and their dependent family members, irrespective of any age group as per schedule below, **as on July 11, 2025**, with provision to charge premium on pro-rata basis for employees (and their dependent family members, irrespective of any age group) joining thereafter and refund of premium in case of deletions of employees (and their dependent family members).

Pay scale-wise limits on Sum Insured & Limit on bed charges per day for normal hospitalization

Pay scale grade	Sum Insured	Bed Charges/day
G0, G1, G2 and G3	600000	4000
PT	600000	4000
P0	600000	4000
P1	600000	4000
P2/P2A	600000	4000
P3/P3A	600000	4000
P4	600000	4000
P5 & above	700000	6000

Sr. No.	Particulars	Policy Details
1	Type of Cover	Family Floater Mediclaim
2	Number of employees Covered	991 Approx
3	Number of dependents Covered	2523 Approx
4	Total beneficiaries	3514 Approx {Opening count start of existing Policy = 2766 Closing count existing Policy = 3514}
5	Family Definition	Employee+ Spouse+ 2 Dependent Children up to 25 years + 2 Dependent Parents/ Parent-in laws irrespective of any age group.
6	Cover for more than 2 children	Not Covered (unless twins in the second birth)
7	Cover for children above 25 years	Not Covered
8	Pre-existing including Internal congenital Diseases	Covered from day 1
9	Maternity	₹ 50,000 for normal & ₹ 75,000 for C section
10	New-born baby cover	Under the Floater Sum Insured from Day one
11	Pre & Post Natal expenses	Covered within maternity limit

Sr. No.	Particulars	Policy Details
12	COVID - Home treatment expenses	To be covered
13	1,2,3,4th year exclusions of any specified cases/diseases etc	Not applicable
14	30 day Waiting Period	Not applicable
15	Cover starts from	Date of Joining
16	Hospitalization due to Terrorism Effect	Covered
17	ICU Rent per Day	No Capping
18	Restrictions for room rent	As per table attached at para 5.2.1
19	Name of the current General Insurance Co.	M/s ICICI Lombard General Insurance Company Limited
20	Name of Current TPA	Internal TPA
21	TPA Cards (Physical Cards/E-Cards)	Physical as well as E-cards. Provision of downloading E-cards of employees should be available with the centralized HR team at ReBIT as well.
22	Pre-Hospitalization Expenses	Covered for 30 days
23	Post Hospitalization Expenses	Covered for 60 days
24	Method of Addition/ Deletion of Employees	Pro-rata basis
25	Claims allowed	Cashless (preferred) / Reimbursement. In case of reimbursement, the same shall be provided within 15 days of submission of bills. Interest must be paid if the bills are not settled within 30 days of submission of bills.
26	Corporate Buffer	Rs 5,00,000 (ReBIT will maintain this amount by replenishing whenever utilized)
27	Ambulance Charges	₹ 1,000 in normal & ₹ 3,000 for Cardiac/ICU
28	Special Conditions	Employee is covered under the policy, dependents will be deemed automatically 'covered from the date Employee is covered, even if not intimated
29	Policy Start date	24 August 2025
30	Policy End date	23 August 2026
31	Policy copy	Available on request. Please mail to <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a>
32	Voluntary Top Up cover (Voluntary Cover)	To be made available. Dedicated portal for employees to be provided (Min. Sum insured = INR2.0 Lac , Max. = INR 10.0 Lac)
33	Termination / Cancellation of policy during first year	Not allowed
34	Option for including additional dependents.	To be made available.
35	Improvement in coverages compare to expiring policy	Omission clause applicable for 30 lives

**List of Employee and Dependents:** Available on request. Please mail to [procurement@rebit.org.in](mailto:procurement@rebit.org.in)



## Group Health Insurance Policy

- 1.1. The Policy should cover expenses of hospitalization (room charges Doctors/surgeons fees, ICU/ICCU, Medicines, pathology reports, etc.) on a cashless/reimbursement basis, incurred as a result of illness and/or accidents as an in-patient in a recognized hospital.
- 1.2. The policy should cover dental treatment following an injury/accident.
- 1.3. The policy should cover hospitalization expenses incurred in connection with accidents and mishap/incidents caused due to terrorism. Pre/Post Hospitalization to be covered 30 & 60 days respectively.
- 1.4. In case of physiotherapy, the post hospitalization is to be covered upto 180 days, in cases where physiotherapy is postponed due to plaster, benefit will be extended from next day of plaster removal date, subject to applicable per hospitalization ceiling.
- 1.5. **The policy must offer following covers:**
  - 1.5.1. Cashless facility (Minimum 24 hours hospitalization) for hospitalization procedures arising out of sickness or accident. Claims can be made on cashless/reimbursement basis.
  - 1.5.2. Day Care surgery claims can be made on cashless/reimbursement basis.
  - 1.5.3. Cover for new members and their dependents from the date of joining of the member.
  - 1.5.4. Pre-existing diseases must be covered for all the members
  - 1.5.5. Waiting period (30 days, first year, etc) will not be applicable. No Time Deductible to be applicable on any ailment.
  - 1.5.6. Domiciliary Hospitalization benefit is covered.
  - 1.5.7. Chemotherapy, Dialysis, Radiotherapy, Chronic Renal failure including medicines, AIDS & HIV.
  - 1.5.8. Indoor Ayurvedic Treatment taken in government run/government approved hospital and at CGHS empanelled Ayurveda hospitals.
  - 1.5.9. Supply and fitting of external prosthetic devices, artificial aids including eyeglasses, hearing aids, artificial limbs, etc. if the same is necessitated following an accident.
  - 1.5.10. Local Ambulance charges for admission, transfer to another hospital and /or discharge under critical condition as advised by the doctor.
  - 1.5.11. Surcharges levied by hospital or any other charges similar in nature would be payable under the policy.
  - 1.5.12. Registration charges levied by hospital or any other charges similar in nature would be payable under the policy.
  - 1.5.13. Nursing charges should not be clubbed with room rent for arriving at eligibility.
  - 1.5.14. Service Charge levied by the Hospital or any other charges similar in nature would be payable under the policy.
  - 1.5.15. Charges for special nurse covered for insured persons irrespective of age during the hospitalization.
  - 1.5.16. Special nursing charges for persons above 75 years of age for a maximum period of 60 days after hospitalization if recommended by attending doctor or hospital.

- 1.5.17. Investigation charges during hospitalization will be reimbursed in full irrespective of room occupied. Pro-rata deduction will not be applicable on investigation charges.
- 1.5.18. Oral & adjuvant chemotherapy to be covered subject to sum insured on cumulative basis.
- 1.5.19. Donor Medical expenses in case of transplants like kidney, liver etc. to be covered within the sum insured (Organ cost not covered under policy)
- 1.5.20. Chemotherapy at home is covered.
- 1.5.21. All organ transplants, including stem cell transplant/ therapy are covered, provided treatment is approved by Indian Medical Association.
- 1.5.22. Artificial limbs payable for all diseases. Artificial limbs fitted following any surgical procedure to be covered.

#### **1.6. Important Policy Features**

The policy will pay in respect of the hospitalization expenses as per the limit per year per employee family stated in scope of work. If the insured is diagnosed with an illness or suffer accidental bodily injury, which necessitates his hospitalization, the insurer will reimburse the insured person's consequent hospitalization expenses for medical expenses reasonably and necessarily incurred including but not limited to:

- a) In the event of the insured utilizing room rent higher than his/her limits then the additional amount on account of room rent would not be payable under the insurance policy.
- b) Doctor's fees
- c) Intensive care unit
- d) Nursing expenses
- e) Surgical fees, operating theatre, anaesthesia & oxygen & their administration
- f) Physiotherapy
- g) Drugs & medicines consumed on the Hospital premises
- h) Hospitalization miscellaneous services (such as laboratory, x-ray, diagnostic test)
- i) Dressing, ordinary splints & plaster costs
- j) Cost of prosthetic devices
- k) Organ transplantation including the treatment costs of the donor, but within the overall yearly sum insured.

#### **1.7. Other customized features:**

- 1.7.1. Individual ID Cards for each member
- 1.7.2. Access to 24 hours help line (Successful vendor must set up SPOC/ Helpdesk / special help line numbers for ReBIT employees)
- 1.7.3. In case of death of the insured during hospitalization or within 48 hours of discharge from the hospital full amount excluding non-medical items of the hospital bills will be paid irrespective of the hospitalization limit specified in 5.2.1
- 1.7.4. There will be no cap/restriction on the number of medically justified hospital confinements per policy period.

**1.8. Settlement of claims:**

- 1.8.1. Claims shall be settled by the insurer within 15 days of receipt of all relevant documents from the insured;
- 1.8.2. Any delay of settlement of claims beyond 30 days of receipt of documents shall attract interest;
- 1.8.3. Intimation of hospitalization by insured should be within 30 days from date of admission. Relevant documents shall be submitted by the insured within 45 days of discharge from hospital.

**1.9. Policy Administration:**

- 1.9.1. Shall be through an insurer with TPA which will be decided with prior approval of ReBIT, with a written Service Level Agreement in place prior to the date of commencement of the cover.
- 1.9.2. In case of new entries, cover starts from the date of joining.
- 1.9.3. In case of separations/ death, coverage ceases automatically from that date. Pro-rata refund of premium shall be credited in cases of deletion of members provided no claim has been admitted in respect of such member(s).
- 1.9.4. All admissions / exits shall be adjusted pro-rata, subject to monthly declarations- cover shall not be denied on grounds that the deposit premium was inadequate for that month.
- 1.9.5. Monthly declarations on utilization of the corporate buffer shall be sent through email by the insurer to the insured in the succeeding month. The insurer shall calculate the pro-rata premium/refund and communicate the same to ReBIT who will arrange to replenish Corporate Buffer for additional premium, if any. Credit balance in Corporate Buffer, if any, shall be returned to ReBIT within one month from the date of expiry of the policy.
- 1.9.6. There should be a monthly meeting between ReBIT and the insurer to review the progress/ health and service-related issues.

**1.10. Special Condition:**

- 1.10.1. Quotes: The rates quoted must be final and considered firm regardless of claims experience as on the policy effective date.
- 1.10.2. Terms: Your proposal must not include "Cancellation" clause and "Premium / Claims Review" clause. Irrespective of potential / actual claims / loss experience under the policy, there shall not be any mid-term change to any terms and conditions and premiums paid for the policy.
- 1.10.3. Endorsements: Premium for endorsement (addition / deletion) should be computed on daily pro-rata basis. Any refunds on account of deletions should be refunded on pro-rata basis.
- 1.10.4. The policy shall be valid for One year (12 months).

**1.11. Servicing:**

REBIT reserves the right to seek a change of TPA, if there is any, by giving 30 days' notice, at any time during the currency of the policy without assigning any reasons.

### 1.12. Insurance Broker

ReBIT has appointed M/s Edme Insurance Brokers (Formerly knowns as Aditya Birla Insurance Broker Pvt. Ltd) as its partner and service provider for helping and guiding it in relation to identification of relevant insurance policies for ReBIT and its employees, selection of suitable insurance policy provider, policy servicing and claims management, and also for other insurance related activities. The insurance broker has been allowed to interact with the insurance companies on behalf of ReBIT during selection of insurance policy provider as well as during servicing of the policies, including claims management, etc.

### 1.13. Employee Headcount as on 11<sup>th</sup> July 2025

Row Labels	Count of Grade
G0	18
G1	1
G2	1
PT	64
P0	272
P1	288
P2	191
P2A	73
P3	48
P3A	21
P4	9
P5	4
CEO	1
<b>Grand Total</b>	<b>991</b>

## 6. Locations to be covered

The Bidder's services are required PAN India.

## 7. Bidding Process:

### 7.1 Language of Bid

The language of the bid response, supporting documents and any communication with ReBIT must be in written English only.

### 7.2 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid and ReBIT will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### 7.3 Authorization to Bid

The proposal / bid being submitted would be binding on the Bidder. As such, it is necessary that authorized signatory of the firm or organization sign the bid documents. The signatory should be either CEO or authorised by the CEO or the Board of the organization. The Bidder shall provide proof of signature identification for the above purposes as required by ReBIT

- All pages of the bid shall be initialled by the person or persons signing the bid.
- Bid form shall be signed in full & official seal affixed.

- iii. Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.
- iv. All such initials shall be supported by a rubber stamp impression / digital signature of the Bidder's firm.

**A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.**

### **7.5 Period of Validity of Bids**

Bids should remain valid for the period of at least 180 days from the submission date of bid and reverse auction completion. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by ReBIT in case of need. Any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

Finalized prices shall remain valid for contract period from the last date of submission of commercial bid. The commercial offer shall be on a fixed price basis, no upward revision in the price would be considered. ReBIT reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary

### **7.6 Pre-Bid Meeting**

For the purpose of clarifications of doubts of the Bidders on issues related to the RFP, ReBIT intends to hold a pre-bid meeting on the date & time as indicated in the RFP. Only authorized representative of Bidder(s) (maximum two) will be allowed to attend the Pre-bid meeting.

Any modification of the RFP, which may become necessary as a result of the Pre- bid meeting will be made available by ReBIT exclusively through the issue of a Corrigendum which will be published on ReBIT's website [www.rebit.org.in/procurement](http://www.rebit.org.in/procurement) and procurement mailbox [procurement@rebit.org.in](mailto:procurement@rebit.org.in).

### **7.7 Clarifications and Amendment in RFP Documents**

Queries / clarifications will not be entertained over the phone. Bidders requiring any clarification of the RFP may notify ReBIT in writing strictly as per the format given in **Annexure-E** at the address/by e-mail given in this document within the date/time mentioned in the schedule of events.

It may be noted that no query of any Bidder shall be entertained / received after the mentioned date. Queries raised by the prospective Bidder(s) and ReBIT's response will be available at ReBIT website. ReBIT shall not be obligated to respond to any or all of the queries.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from ReBIT. The Bidder should ensure that all the queries and clarifications are communicated in email on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit ReBIT's website or check mails for clarifications and other communications.

Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by ReBIT exclusively through the issue of an Addendum/Corrigendum, will be published on ReBIT's website <https://rebit.org.in/procurement> and procurement mailbox [procurement@rebit.org.in](mailto:procurement@rebit.org.in).

Prior to the last date for bid-submission, ReBIT may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/ covenants by amendment. Clarification /amendment, if any, will be notified on ReBIT's website. No individual communication would be made in this respect. In order to provide Bidders reasonable time to take the amendment into account for preparing their bid, the ReBIT may, at its discretion, extend the last date of submission of bids.

### **7.8 Two-Part Bid**

The Bid shall be submitted in two parts:

Part I : Technical Bid. No price information should be provided in Part-1.

Part II : Price Bid

### 7.8.1 Part I: Technical Bid

- i. The Technical Bid submitted should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- ii. The following original documents are required to be submitted along with the technical bid:
  - a. The documents as requested in **Annexure – A** are to be submitted.
  - b. All the Annexures should be submitted on letter head of Bidder's company and duly signed with seal of the company. Self-attested photocopies of relevant documents / certificates are to be submitted as proof in support of various information submitted in aforesaid annexure and other claims made by the Bidder.
  - c. The Bidder should ensure that all the annexures are submitted as prescribed by ReBIT. In case it is not in the prescribed format, the respective bid is liable to be rejected.

### 7.8.2 Part II: Price Bid

The Price Bid must not contradict the Technical Bid in any way and should include the cost of all the items/services offered. The suggested directive for Commercial offer is as follows:

- i. The Price Bid should be submitted as per **Annexure-H** by way of entering the values in the format (not in handwritten). This must contain all price information, prices should be exclusive of GST (for all products, services, implementation, certificates etc.). However, all the Tax details to arrive at the final amount payable to vendor should be mentioned in Price Bid.
- ii. The Bidders should not offer any optional or any conditional offers to the ReBIT while giving the price information, unless asked for specifically. The Bidders should also not offer any services at 'Nil' price while giving the price information.
- iii. The offer should strictly be in conformity with the items as specified by ReBIT. No additions or deletions to the **Annexure-H** is allowed. Any deviations may lead to disqualification of the bid.
- iv. All the prices quoted shall be in Indian Rupees (₹). The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately. Only fixed price commercial bids indicating total prices for all the deliverables and services specified in this RFP will be considered.

### 7.9 Submission of bids

- i. The Bidders must submit bid and all necessary documents as per requirement of RFP in the procurement mailbox - **procurement@rebit.org.in**.

ReBIT may, at its discretion, extend the deadline for submission of bids by releasing corrigendum to this tender document.

All submissions will become the property of ReBIT. Recipients shall be deemed to license and grant all rights to ReBIT to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission.

### 7.10 Modification and Withdrawals of Bid

No modification in the Bid shall be allowed after submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

### 7.11 Bid opening and Evaluation Process

- i. ReBIT will follow a three-step evaluation and selection process.

- ii. Bids will be opened on specified date. Bids of only those bidders who meet the minimum eligibility criteria will be considered for technical evaluation as per Annexure K.
- iii. Technical bids will be evaluated at the second stage as per the RFP prescription.
- iv. The price bids of only **technically qualified Bidders** will be opened on the notified date and time at the third stage of evaluation and shall be reviewed to determine whether the price bids are substantially responsive.
- v. During the period of evaluation, Bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation, if the Bidder does not comply or respond by the date, their bid will not be considered for further evaluation and will be liable to be rejected.
- vi. ReBIT may, at its discretion, waive any minor infirmity, nonconformity or irregularity in a bid which does not constitute a material deviation and financial impact, provided such waiver does not prejudice or affect the relative ranking of any Bidder. Wherever necessary, observations on such minor issues (as mentioned above) may be conveyed to the Bidder, asking them to respond by a specified date and time. If the Bidder does not respond by the specified date, their bid will be liable to be rejected.
- vii. The Bidder at no point of time can excuse themselves from any claims by ReBIT whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation, etc. as mentioned in this RFP.

#### 7.11.1 Technical Bid Evaluation

- i. The technical bids will be opened by ReBIT online as per the bid opening date and time specified in the RFP.
- ii. Bids of only those bidders who meet the minimum eligibility criteria will be considered for technical evaluation
- iii. Initial proposal scrutiny will be held, and proposals will be treated as non-responsive and rejected, if proposals are:
  - Not submitted in the format specified in this RFP
  - Received without letter of authorisation
  - Non-compliant with any of the clauses specified in this RFP
  - Have lesser than prescribed validity period
  - Submitted with incomplete information, subjective, conditional offers and partial offers
  - Submitted without the documents required under this RFP.
- iv. Technical evaluation will be done based on the process/matrix described in the RFP. ReBIT may, at its discretion, seek clarifications or ask the Bidder to submit additional documents or make technical presentations on any aspect.
- v. ReBIT at its discretion may reject the proposal of the Bidder without assigning any reason whatsoever, if in ReBIT's opinion, the proposal was not made appropriately to meet the RFP requirement / performance criteria as stipulated by the ReBIT.
- vi. The evaluation will be undertaken by a committee formed for the purpose by ReBIT which consists of senior ReBIT officials and may also consist of external experts. The decision of ReBIT regarding the evaluation and selection of the Bidder would be final.
- vii. The criteria for technical evaluation would be as per **Annexure K**. Bidders are expected to provide documented proof of their business, financial performance, and tie up hospitals for technical evaluation, under letter head of bidder's organization, signed and authorized by their Chartered Accountant.
- viii. In preparing the response to Technical Criteria, the Bidders are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- ix. The technical proposal should clearly demonstrate the Bidders understanding of the assignment requirements and capability and approach for carrying out the tasks set forth in the RFP.
- x. Bidders who will score **70 or more marks** in the technical bid evaluation shall be considered as technically qualified bidder and will become eligible for price bid evaluation. Technically qualified bidders will be notified to participate in the price bid opening process.
- xi. ReBIT reserves the right to change the threshold / cut-off marks as required.
- xii. The technical bid evaluation decision of ReBIT shall be final. No correspondence shall be entertained in this regard.



### 7.11.2 Price Bid Evaluation

- i. The Price bids of only bidders who scores at least **70 % marks** in technical bid evaluation shall be opened on the notified date and time and reviewed to determine whether the price bids are economically substantially responsive.
- ii. Price bid evaluation shall be considered as below in case of any kind of discrepancy:
  - a. If there is a discrepancy between words and figures, the amount in words shall prevail
  - b. Where there is a discrepancy between the item-wise quoted amounts and the total quoted amount, the item-wise rate will govern.
  - c. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
  - d. If there is discrepancy between unit price and total price, the unit price shall prevail
  - e. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.
- iii. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case ReBIT will be free to accept the Total Bid amount for respective line items as mentioned in the field "Grand Total" in **Annexure-H**.
- iv. If the Bidder does not accept the arithmetical corrections made by ReBIT, its proposal will be rejected.
- v. Items described in technical proposal but not priced in price bid shall be assumed to be included in the prices of other activities or items.
- vi. The selection of successful bidder will be done based on '**Least Cost (L1) System**'; If the lowest price is considered unreasonable, ReBIT may at its discretion undertake negotiation OR ask bidder for participating in a Reverse auction / Spot Bidding as per ReBIT norms.
- vii. In case of Reverse Auction, bidders have to submit revised competitive quote in line with ReBIT benchmark price.
- viii. For the purpose of undertaking reverse auction / spot bidding, ReBIT shall hold a meeting, on the specified date & time to be decided post commercial bid evaluation, among all the qualified bidders.
- ix. The Bidder **whose bid is finally considered as the most economically responsive**, will be considered as successful bidder.
- x. However, ReBIT will be under no obligation to accept the most responsive offer or any other offer received in response to this RFP notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. ReBIT reserves the right to make any changes in the terms and conditions of purchase. ReBIT will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.
- xi. Decision of ReBIT regarding the evaluation outcomes and selection of the successful Bidder would be final.

## 8. Award of Contract

8.1 On completion of evaluation of bids, ReBIT will determine the successful incumbent Bidder and contract will be awarded accordingly.

8.2 Contract Tenure for this engagement shall be 1 year i.e from 24<sup>th</sup> August 2025 to 23<sup>rd</sup> August 2026. The contract with successful bidder may be extend for a further period of one year based on mutual consent between both the parties.

8.3 ReBIT will award the Contract to the bidder who is determined to be qualified to perform the contract satisfactorily and their credentials have been verified, subject to approval from the competent authority, and to the bidder whose bid has been determined to be most economical and responsive.

8.4 Upon receipt of the award notification, the successful bidder **shall issue the relevant insurance policy**, as envisaged in the RFP, within seven days from the date of the notification or any other date as mentioned in the notification.



## 9. Rejection of Bid

ReBIT reserves the right to accept or reject any Bid in part or in full or to cancel the RFP process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the ReBIT's action

ReBIT reserves the right to disqualify the Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT in stipulated time i.e. Supply, Installation, Setup, Implementation, Operation, Maintenance etc in the past or having poor performance record.

## 10. Payment Terms & Milestones

1. Commercial bid asked is for one (1) year, and payment will be made to the vendor on an annual basis, based on the actual number of employees as on the date of policy commencement.
2. For employees added during the month / year, premium will be paid pro-rate and for employees leaving during the year, pro-rata premium will be adjusted / refunded.
3. Any objection/ dispute to the amounts invoiced in the bill shall be raised by ReBIT within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the ReBIT will make payment within thirty (30) working days of the settlement of such disputes.

## 11. Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of ReBIT, nor seek to be treated as employees of ReBIT for any purpose, including claims of entitlement to fringe benefits provided by ReBIT, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services and the Bidder will make all required payments and deposits of taxes in a timely manner.

The amount payable by ReBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable, that may be levied, imposed, charged or incurred and REBIT shall pay the due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS") and GST-TDS\* as applicable.

\*As per GST Notification No.33/2017 read with Notification No. 50/2018, ReBIT being a 100% subsidiary of Reserve Bank of India would be required to deduct TDS under the GST regime. Therefore, ReBIT would be required to deduct additional TDS as under:

Nature of Supply	Name of GST	Rate of GST - TDS
Location of service provider and place of supply is in Maharashtra	CGST	1%
	SGST	1%
Location of the service provider and place of supply are outside Maharashtra	IGST	2%

ReBIT agrees to file GST TDS returns for the amount deducted as TDS under GST laws. The Bidder will need to provide the details for the GST deposited with the authorities for the GST component to be paid off by ReBIT.

The Bidder will need to provide the details for the tax rates as considered in the pricing. This will be used for subsequent tax changes. REBIT shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amounts have become due and payable under this RFP and subsequent agreement provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.

Any variation (upward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price will be borne by ReBIT. Any variation (downward) in Government levies/

GST (as per the rates applicable) which has been included as part of the price, the benefit will be passed to the ReBIT and adjusted in the payment milestones. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, ReBIT will treat the prices quoted as not in conformity with these guidelines and proceed accordingly.

If ReBIT has to pay taxes for any of the items or supplies made in terms hereof by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, ReBIT has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder fails to reimburse the amount within a fortnight, ReBIT shall adjust the amount out of the payments due to the Bidder from ReBIT along with the interest calculated as per the rate prevailing at the time of actual payment

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall affect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

## **12. Sub-Contracting**

The Bidder shall not subcontract or permit anyone other than its personnel and the parties enlisted in the response to this RFP, to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of ReBIT.

## **13. Confidentiality**

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The Bidder has also to agree:

- i. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by ReBIT
- ii. To only make copies as specifically authorized by the prior written consent of ReBIT and with the same confidential or proprietary notices as may be printed or displayed on the original;
- iii. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- iv. To treat all Information as Confidential Information.
- v. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with ReBIT as per prescribed format provided within 15 days of issuing the purchase order/notification of award.

## **14. Limitation of liability**

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected Bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by vendor from ReBIT for the event that gave rise to such liability, as of the date such liability arose, during contract period

## **15. Indemnification**

- i. Bidder shall indemnify, protect and save ReBIT and hold ReBIT harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from an act or omission of the bidder / breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder.

- ii. It will be the Bidder's responsibility to rapidly do away with third-party claims. The Bidder will also pay any compensation arising from the infringement claims and ReBIT will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.
- iii. On its part, ReBIT will immediately relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.

## **16. Responsibility for Completeness**

Any services, which might not have been specifically mentioned in this tender but, are necessary for the purpose of this RFP, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the services as per the terms and conditions of this RFP.

The Bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by ReBIT or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in documents and other information as mentioned above within the time schedule and without extra cost to ReBIT.

## **17. Force Majeure**

The Bidder or REBIT shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the Bidder shall promptly notify REBIT in writing of such conditions and any change thereof. Unless otherwise directed by ReBIT in writing, the Bidder shall continue to perform his obligations under the contract as far as possible and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

If the duration of delay due to force majeure continues beyond a period of three months, vendor and ReBIT shall hold discussion to find a solution. However, notwithstanding the above, the decision of ReBIT would be final and binding on the vendor.

## **18. Vicarious Liability**

The Bidder shall be the principal employer of the employees engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or arise, by virtue of engagement of employees by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees of the Bidder shall be paid by the Bidder alone and the ReBIT shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees. The Bidder shall agree to hold the ReBIT, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the ReBIT through the action of Bidder's employees.

## **19. Non-Payment of items/activities fees**

If any of the items/activities as mentioned in the technical bid and as mentioned in Commercial Bid are not taken up by the ReBIT during the course of this assignment, ReBIT will not pay for the items/activities fees quoted by the Bidder in the Price Bid against such activity/item.

## **20. Assignment**

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the ReBIT.

## 21. Non-Solicitation

The Bidder, during the term of the contract and for a period of one year thereafter shall not without the express written consent of the ReBIT, directly or indirectly:

Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the ReBIT in rendering services under the contract; or

Induce any person who is / have been an employee or associate of the ReBIT at any time to terminate his/ her relationship with the ReBIT.

## 22. No Employer-Employee Relationship

The Bidder or any of its holding / subsidiary / joint-venture / affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, / be deemed to have any employer-employee relationship with the ReBIT or any of its employees /officers / staff / representatives / personnel / agents.

A self-declaration is required from the Bidder as per Annexure C as part of the technical bid.

## 23. Ownership

The RFP and all supporting documentation are the sole property of ReBIT and should NOT be redistributed without written consent of ReBIT.

Violation of this would be breach of trust and may, inter-alia causes the Bidders to be irrevocably disqualified.

Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost. The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents.

The bid proposal and all supporting documentation submitted by the Bidder shall become the property of ReBIT. Unless ReBIT agrees to the Bidder's specific requests, in writing, the proposal and documentation are not to be returned.

## 24. Tender/RFP Cancellation

ReBIT reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

## 25. Publicity

Any publicity by the Bidder in which the name of ReBIT is to be used, will be done only with the explicit written permission of ReBIT.

## 26. Dispute Resolution

In the event of any dispute, disagreement or differences between the parties relating to the "Contract or LOI (Letter of Invitation) whichever is issued later", ReBIT and the vendor shall make every effort to resolve amicably, by direct informal negotiation.

If after thirty days from the commencement of such informal negotiations, ReBIT and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India. In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

## 27. Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only.

## Annexure A: Submission Checklist for Technical Bid

The Bidder must ensure that the following have been submitted as a part of the Technical Bid submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the Bidder from the bid.

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (ReBIT)
Index of all the documents, letters, signed RFP etc. submitted in response to this document along with page numbers.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure B: Proposal Submission Covering Letter	<input type="checkbox"/>	<input type="checkbox"/>
Annexure C: Self Declaration of Relatives in ReBIT	<input type="checkbox"/>	<input type="checkbox"/>
Annexure D: Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
Annexure E: Bidder Query Format	<input type="checkbox"/>	<input type="checkbox"/>
A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure F: Bidder's Details on Bidder's letter head	<input type="checkbox"/>	<input type="checkbox"/>
Annexure G: Specific response with supporting documents in respect of Minimum Eligibility Criteria	<input type="checkbox"/>	<input type="checkbox"/>
Annexure I: Bidder's experience	<input type="checkbox"/>	<input type="checkbox"/>
Annexure J: Escalation Matrix	<input type="checkbox"/>	<input type="checkbox"/>
Annexure K: Technical Evaluation Scoring Matrix	<input type="checkbox"/>	<input type="checkbox"/>
Annexure O: Undertaking by Bidder for Confidentiality and Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
Copy of the Bid document along with all clarifications released by ReBIT duly stamped and signed on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein. The proposal should be prepared in English in MS Word / PDF format.	<input type="checkbox"/>	<input type="checkbox"/>

### Submission Checklist for Commercial Bid

The following documents need to be provided by the Bidder for the Commercial

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)
Commercial Bid- Annexure H	<input type="checkbox"/>	<input type="checkbox"/>

## Annexure B: Bid Submission Form

[Insert: Location, Date]

To,

The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, Mindspace Juinagar,  
Nerul, Navi Mumbai – 400706

Dear Sir / Madam,

We, the undersigned, hereby offer to provide professional services for Group Health Insurance Policy for ReBIT Employees in accordance with your Request for Proposal dated \_\_\_\_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the stated Terms and Conditions.

We agree to abide by this Proposal for the validity as mentioned in the RFP and our Offer shall remain binding on us and may be accepted by ReBIT any time before expiry of the offer.

We undertake, if our Proposal is accepted, to start the services within the timelines as mentioned in the RFP from the Contract signature date.

We fully understand and recognize that ReBIT is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that ReBIT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

Having examined the Bid Documents including Annexes, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your ReBIT in conformity with the said Bid Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Bid.

If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Bid Document.

We attach hereto the Bid Response as required by the Bid document, which constitutes my/our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in our Bid Response or such adjusted plan as may subsequently be mutually agreed between us and ReBIT or its appointed representatives.

If our Bid Response is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a scheduled commercial bank in India for a sum mentioned in the RFP for the due performance of the contract.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods /products specified in the Bid Response without assigning any reason whatsoever.

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums, other documents and if required including the changes made to the original bid documents issued by ReBIT.

ReBIT is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any deviations sought by us, whether orally or in writing, and ReBIT's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We certify that we have provided all the information requested by ReBIT in the format requested for.

We also understand that ReBIT has the exclusive right to reject this offer in case ReBIT is of the opinion that the required information is not provided or is provided in a different format.

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]



## Annexure C: Self Declaration Relatives in ReBIT

(On letterhead of the Bidder)

We certify that below mentioned are the complete details of relatives of our employees working at ReBIT

Sr. No.	Relationship with the employee (Mother/Father/Sister/Brother/Etc.)	Name of Relative	Designation	Department

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

## Annexure D : Self Declaration for Prevention, Prohibition and Redressal Sexual Harassment of Women at Workplace as per Act, 2013

(On letterhead of the Bidder)

**Strictly Private and Confidential**

To  
The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai – 400706

[Date]

Dear Sir / Madam,

**Sub: Request for Proposal Group Health Insurance Policy for ReBIT employees dated\_\_\_\_\_.**

Further to our proposal, in response to the Request for proposal for Group Health Insurance Policy for ReBIT employees, RFP: ReBIT/CPO/2025-26/PR228/581/040 dated \_\_\_\_ (hereinafter referred to as “RFP”) issued by Reserve Bank information technology Pvt Ltd (hereinafter referred to as “ReBIT”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the ReBIT, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.
2. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the ReBIT shall be taken cognizance of by the Regional Complaints Committee constituted by the ReBIT.
3. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to ReBIT’s employee, if sexual violence by the employee of the Bidder is proved.
4. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the ReBIT’s premises.

Yours faithfully,  
Authorised Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Company:  
Contact Details:

[Please mark this letter with your company seal]

## Annexure E : Bidders Queries Format

Contact Details		
Name of Organization submitting Request (Enter Full Legal Entity Name)	:	
Full Formal Address of the Organization	:	
Tel	:	
Fax	:	
Email	:	
Name & Position of Person submitting Request		
Name	:	
Position	:	

#	Clause no.	Page no.	Clause	Query	ReBIT Response

Yours faithfully,  
 Authorised Signature [In full and initials]:  
 Name and Title of Signatory:  
 Name of Company:  
 Contact Details:

[Please mark this letter with your company seal]

## Annexure F : Bidder's Details

*[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

*Date: [insert date (as day, month and year) of Proposal Submission]*

1. Bidder's Legal Name	<i>[insert Bidder's legal name]</i>
2. Bidder's Year of Registration:	<i>[insert Bidder's year of registration]</i>
3. Bidder's Legal Address in Country of Registration:	<i>[insert Bidder's legal address in country of registration]</i>
4. Bidder's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
5. Attached are certified copies of original documents of firm/ company named in 1: o Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney	

Yours faithfully,  
Authorised Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Company:  
Contact Details:

[Please mark this letter with your company seal]

## Annexure G : Minimum Eligibility Criteria

(On Bidders Organisation's Letterhead)

The Bidder may note that the below criteria is of critical importance and non-adherence to any would lead to disqualification from further bidding process.

Group Health Insurance Policy:

Sr. NO	Criteria	REQUIREMENTS	List of Documents to be Submitted	Compliance Status (Yes/No)
1	Registration Certifications & License	<ul style="list-style-type: none"> <li>The Bidder must be an insurance provider registered under the Insurance Regulatory and Development Authority of India (IRDAI).</li> <li>The license should be valid for the policy servicing period.</li> <li>Valid registration certificate with IRDAI to be submitted</li> </ul>	IRDA valid license copy	
		<p>The Bidder must be an entity registered with the Registrar of Companies under Indian Company Act and must provide the following details</p> <p>a. Details of Registration of the firm /organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. - Name of Registering Authority, Date, and Registration number, etc.</p> <p>b.GST registration number</p>	<ul style="list-style-type: none"> <li>Copy of Certificate of incorporation (firm / organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.) has to be provided.</li> <li>GST registration number, as applicable.</li> </ul>	
2	Experience	The bidder must have a track record of minimum three years of operations in Group health insurance business in India as on 31 <sup>st</sup> March 2025	<ul style="list-style-type: none"> <li>IRDA Renewal certificates for last 3 years i.e. 2022-2023, 2023-24, 2024-25;</li> </ul>	
3	Profit After Tax	The bidder should have positive net profit (profit after tax) in at least three of the last five financial years i.e., 2020 - 21, 2021-22, 2022 - 23, 2023-24, and 2024-25.	<ul style="list-style-type: none"> <li>Audited financial statements including profit and loss statements to be submitted and or Certificate of the Chartered Accountant for the specified period for PAT, Turnover and Net worth</li> </ul>	
4	Turnover	The Bidder should have an average annual turnover of <b>Rs.500 Crore</b> in at least three years out of the last five (5) financial years, i.e. 2020-21, 2021-22, 2022 - 23, 2023-24, and 2024-25.		
5	Net worth	The Bidder should have a positive net worth as on March 31 <sup>st</sup> at the time of bidding.		

Sr. NO	Criteria	REQUIREMENTS	List of Documents to be Submitted	Compliance Status (Yes/No)
6	Legal Liability	<p>a. The Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad.</p> <p>b. The Bidder must warrant that there is no legal action been taken against them for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).</p>	Self-attested declaration has to be submitted on bidder's letter head.	
7	Experience	The bidders must have an existing relationship with at least 3 corporate clients, each regarding offering Group Health Policies at the time of bid submission.	<ul style="list-style-type: none"> <li>Bidder should provide client's Name, Policy Number and Policy Period on bidder's letter head</li> </ul>	

- All documentary evidence should be duly signed and stamped by the Bidder.

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

Yours faithfully,  
 Authorised Signature [In full and initials]:  
 Name and Title of Signatory:  
 Name of Company:  
 Contact Details:

[Please mark this letter with your company seal]

## Annexure H: Commercial Bid Format

(On letterhead of the Bidder)

The format shown below is suggested for use as a guide in preparing the Financial Proposal.

	1	2	3	4	5	6	7
S.N.	Details	Parameters	Number of employees +Dependents as on 30 June 2024	Unit Rate INR	Total premium payable Excl. of Taxes INR (3X4)	Applicable Taxes @___% INR	Grand Total INR (5+6)
1	Premium cost for Group Health Insurance Policy	Premium cost for ReBIT employee and dependent family members for 1 year during the policy period	3514**				

Note: If bidder fails to submit the price in the above format, the bid may be rejected.

Yours faithfully,  
Authorised Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Company:  
Contact Details:

[Please mark this letter with your company seal]

## Annexure I : Bidder's Experience

(On letterhead of the Bidder)

S.No	Information Sought	Information
1	Client's name	
2	Assignment/Job name	
3	Name and Contact Details of the Client	
4	Scope of Supply/Services as provided under the contract	
5	Current Status	
6	Duration of Assignment/Job (months)	
7	Approx. value of the contract (in Rupees)	
8	Approx. Value of the assignment/job provided by your firm under the contract (In Rupees)	
9	Start date (month/year)	
10	End date (month/year)	
11	Copy of Purchase/ Work Order	
12	Any other Supporting Document	

Yours faithfully,  
Authorised Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Company:  
Contact Details:

[Please mark this letter with your company seal]



## Annexure J: Escalation Matrix

Bidder is required to share the Escalation Matrix on company's letter head.

Level	Name	Designation	Mobile # and Email ID
L1			
L2			
L3			
L4			
CEO / Head of Organisation			

Yours faithfully,  
Authorised Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Company:  
Contact Details:

[Please mark this letter with your company seal]

## Annexure K: Technical Evaluation Scoring Matrix

Sr. No.	Criterion	Points	Total
1	<b>Number of Years Since License given by IRDA as on 31.03.2024</b>		15
	1. More than Three (3) years and Up to Five (5) Years	5	
	2. More than five (5) years and Up to Seven (7) Years	10	
	3. Above Seven (7) Years	15	
2	<b>Gross Total Premium underwritten within India (in Crores) as on 31.03.2025</b>		15
	1. Up to Rs. 500 Crores	5	
	2. > Rs. 500 Crores - Rs.1,000 Crores	10	
	3. > Rs.1,000 Crores	15	
3	<b>Number of Group health insurance policy being serviced where Total Lives covered are 2,000 Lives or more in each policy during Financial Year April 2024 to March 2025</b>		20
	1. One Policy	5	
	2. Two Policies	10	
	3. Three Policies	15	
	4. Four or more Policies	20	
4	<b>Pan India Network Hospitals under cashless facility</b>		20
	1. Up to 50	5	
	2. More than 50 and up to 200	10	
	3. More than 200 and up to 500	15	
	4. More than 500	20	
5	<b>The Bidder should have a claim settlement Ratio (Number of claims) of 90% and above for Group Health Insurance Policy.</b>		10
	Number of claims -90% and above	5	
	Number of claims -95% and above	10	
6	<b>Number of Group health insurance policy where the Premium paid is more than INR 1 Crores during Financial Year April 2024 to March 2025</b>		20
	1. One Policy	5	
	2. Two Policies	10	
	3. Three Policies	15	
	4. Four or more Policies	20	
	<b>TOTAL</b>		<b>100</b>

a. For criteria 3 and 5 in the above table, the following conditions shall apply:

Policies for which Bidder's company is a co-insurer shall not be considered.

Only Corporate Group Health policies shall be considered for technical evaluation.

b. Bidders are expected to provide documented proof of their business, financial performance, and tie up hospitals for technical evaluation, under letter head of bidder's organization, signed and authorized by their Chartered Accountant.

## Annexure O : Confidentiality and Non-Disclosure Agreement Undertaking

(Letterhead of the Bidder)

### Strictly Private and Confidential

The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai – 400706

[Date]

Dear Sir / Madam,

### Confidentiality Undertaking

We acknowledge that during bidding for -----, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean any information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to REBIT and its business that is provided to us at any time before, during or after the implementation.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].
5. This undertaking shall not prohibit disclosure of Confidential Information:
  - To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Appointment of Design Consultant, with your prior written consent;
  - To the extent that such disclosure is required by law, in which case we undertake to duly notify you;
  - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply, in which case we undertake to duly notify you; and
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
  - For the purpose of a disclosure permitted by item 5 above, subject to your prior written consent; and
  - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide subject to your prior written consent.
7. This undertaking shall not apply to Confidential Information that:

- Is in the public domain at the time it is acquired by us;
  - Enters the public domain subsequent to our acquisition, otherwise than as a result of unauthorised disclosure by us; and
  - Is independently developed by us.
8. We warrant that we are acting as principal in this matter and not as agent or broker for any person;

We have read this Agreement fully and confirm our agreement with its terms.

Yours sincerely

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date: