बिड संख्या/Bid Number: GEM/2026/B/7852558
दिनांक /Dated: 30-07-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	10-08-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	10-08-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	30 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Financial Services
संगठन का नाम/Organisation Name	Regional Rural Banks (rrb)
कार्यालय का नाम/Office Name	Rajasthan Gramin Bank
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :con98.rrbr.rj@gembuyer.in Buyer Email id: narender.bhobhia@rgb.bank.in
वस्तु श्रेणी /Item Category	Group Term Insurance Service - Permanent Employees; Natural death, Accidental death, Suicide, Animal bite, Pre-Existing Illnesses
अनुबंध अवधि /Contract Period	1 Year(s) 1 Month(s) 8 Day(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	7 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/**Do you want to show documents uploaded by bidders to all bidders participated in bid?**	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / **Minimum number of bids required to disable automatic bid extension**	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / **Number of days for which Bid would be auto-extended**	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / **Number of Auto Extension count**	2
बिड से रिवर्स नीलामी सक्रिय किया/**Bid to RA enabled**	No
क्रेता के लिए उपलब्ध आईटीसी/**ITC available to buyer**	Yes
बिड का प्रकार/**Type of Bid**	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /**Time allowed for Technical Clarifications during technical evaluation**	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / **Estimated Bid Value in INR (Inclusive of all taxes)**	20000000
Payment Timelines	Payments shall be made to the Seller within **10** days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/**Evaluation Method**	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / **Financial Document Indicating Price Breakup Required**	Yes

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No

बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
2. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
3. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

PREMIUM CALCULATION FORMAT - 1785386194.xlsx

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Service Provider and it's insurance company must have been in the Insurance business in India for at least XX years:REFER TO RFP/ATC DOCS

Buyer to specify the Service Provider must have a Solvency Ratio more than YYY%:REFER TO RFP/ATC DOCS

Service Provider and it's insurance company should currently be providing insurance to at least YY Government, Semi-government,PSU,Govt. Undertaking,Autonomous bodies,Educational institutes of national repute,etc.:REFER TO RFP/ATC DOCS

The Insurer should be providing insurance to at least XX clients in India where the annual premium is more than INR XX for each client:REFER TO RFP/ATC DOCS

Service Provider and it's insurance company should be providing insurance to at least XX clients in India where the insurance cover (sum insured) is more than INR XX for each client:REFER TO RFP/ATC DOCS

The bidder should have a claim settlement ratio of more than ZZ% for (Type of Insurance) over the last 3 years:REFER TO RFP/ATC DOCS

More than YY (type of Insurance) Insurance Policies should have been issued to govt depts in past 3 years with Sum Insured not less than INR XX:REFER TO RFP/ATC DOCS

Gross Total Premium underwritten within India in last XX Financial Years should be more than INR Rs. XXX Crores.:REFER TO RFP/ATC DOCS

Gross Total Premium for (Type of Insurance) underwritten within India in last XX Financial Years should be more than INR Rs. XXX Crores:REFER TO RFP/ATC DOCS

Details of Term Insurance needed:1785392753.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
03-08-2026 10:00:00	AGM P&HRD, RAJASTHAN GRAMIN BANK, CAMP OFFICE, TULSI TOWER, 9TH B ROAD, SARDARPURA, JODHPUR, RAJASTHAN-342003

Group Term Insurance Service - Permanent Employees; Natural Death, Accidental Death, Suicide, Animal Bite, Pre-Existing Illnesses (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of People being Insured	Permanent Employees
Type of Cover to be Provided	Natural death , Accidental death , Suicide , Animal bite , Pre-Existing Illnesses

विवरण/ Specification	मूल्य/ Values
Premium Payment Options	Single Premium
List of Insurers from where Insurance to be taken	Life Insurance Corporation of India , HDFC Life Insurance Co. Ltd , ICICI Prudential Life Insurance Co. Ltd , Kotak Mahindra Life Insurance Co. Ltd. , Aditya Birla SunLife Insurance Co. Ltd , TATA AIA Life Insurance Co. Ltd. , SBI Life Insurance Co. Ltd. , PNB MetLife India Insurance Co. Ltd , Aviva Life Insurance Company India Ltd. , Sahara India Life Insurance Co. Ltd. , Shriram Life Insurance Co. Ltd. , Ageas Federal Life Insurance Company Limited , Pramerica Life Insurance Co. Ltd. , Star Union Dai-Ichi Life Insurance Co. Ltd. , IndiaFirst Life Insurance Company Ltd. , CreditAccess Life Insurance Limited , Acko Life Insurance Ltd. , Axis Max Life Insurance Ltd. , Bajaj Life Insurance Ltd. , Bandhan Life Insurance Ltd. , Bharti Life Ins Co. Ltd , Generali Central Life Insurance Co. Ltd. , Go Digit Life Insurance Ltd.. , Canara HSBC Life Insurance Co. Ltd. , Edelweiss Life Insurance Co. Ltd. , IndusInd Nippon Life Insurance Co. Ltd.
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Insurance Start Date	18-08-2026
Insurance End Date	17-08-2027

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
50%	50%

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

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परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Narender Kumar Bhobhia	342003,Tulsi Tower, 9th B Road, Sardarpura	Project / Lumpsum Based	• Number of People to be insured : 8268 • Total Sum Insured : 13496000000

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Certificates**

   Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2. **Generic**

   Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Generic**

   Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. Click here to view the file

4. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file .

5. **Buyer Added Bid Specific SLA**

   File Attachment Click here to view the file .

6. **Buyer Added Bid Specific Scope Of Work(SOW)**

   File Attachment Click here to view the file .

7. **Past Project Experience**

   Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a.

Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

8. **Service & Support**

   AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

9. **Service & Support**

   Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

10. **Service & Support**

    Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers’ controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers’ Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.

13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

राजस्थान ग्रामीण बैंक
RAJASTHAN GRAMIN BANK

Request for Proposal (RFP)

E-TENDER
FOR RENEWAL OF GROUP TERM LIFE INSURANCE POLICY FOR SERVING PERMANENT EMPLOYEES OF RAJASTHAN GRAMIN BANK

Policy Period from 18-08-2026 TO 17-08-2027

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

SCHEDULE OF TENDER (SOT)

Tenders are invited by RAJASTHAN GRAMIN BANK for the GROUP TERM LIFE INSURANCE POLICY covering all its serving permanent employees of the Bank for any kind of death: natural, Accidental, Suicidal, COVID-19, critical illness, etc. The Tender will be conducted through a two-stage bidding process (comprising of Technical and Financial Bids) from IRDA licensed Insurance company operating in India for renewal of the GROUP TERM LIFE INSURANCE POLICY for Bank's serving permanent employees .

The "Request for Proposal" (RFP) for the project is available on bank's website under tender section which will direct to:- https://gem.gov.in/,
Participating insurance companies are required to register themselves online with www.gem.gov.in Bids made strictly as per provisions of the RFP document should be submitted online through e- tendering portal GeM Link: https://gem.gov.in/

Disclaimer

This Request for Proposal (RFP) is not an offer by the RAJASTHAN GRAMIN BANK, but an invitation to receive response from eligible interested bidders for renewal of GROUP TERM LIFE INSURANCE POLICY for RAJASTHAN GRAMIN BANK's serving permanent employees. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed with the bidders. This document should be read in its entirety.
Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
RAJASTHAN GRAMIN BANK and its employees make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, Including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.
RAJASTHAN GRAMIN BANK also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.

RAJASTHAN GRAMIN BANK may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the Information, assessment or assumption contained in this RFP.
Every effort is being made to keep RAJASTHAN GRAMIN BANK's Website up to date and running smoothly 24X7, However RAJASTHAN GRAMIN BANK takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event RAJASTHAN GRAMIN BANK will not be liable or responsible for any damages or expenses arising for any difficulty, or error, imperfection or Inaccuracy with this website, it includes all associated service, or due to such unavailability of the website or any part there of any contents or any associated services.
GeM has been established as the national procurement portal. (GeM) platform is an online, end to end solution for procurement of commonly used goods and services for all Central Government and State Government Ministries, Departments, Public Sector Units (PSUs) and affiliated bodies, who also make every possible effort to update their portal and run their site 24 X 7, however RAJASTHAN GRAMIN BANK

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

takes no responsibility, and will not be liable for, the website being temporarily unavailable due to any technical issues at any point of time. In that event RAJASTHAN GRAMIN BANK will not be liable or responsible for any damages or expenses arising for any difficult, or error, imperfection or inaccuracy with this website, It Includes all associated services, or due to such unavailability of the website or any part thereof any contents or any associates services.

The issue of this RFP does not imply that RAJASTHAN GRAMIN BANK is bound to select a Bidder or to appoint the selected Bidder, as the case may be, for the insurance policy and RAJASTHAN GRAMIN BANK reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

1) The "Request for Proposal" (RFP) for the project is available on: bank's website(www.rgb.bank.in)and on GeM portal(https://gem.gov.in/)

The proposed evaluation schedule is tabulated below. However, the Bank, at its discretion can change the schedule without assigning any specific reasons for the same.

S.No.	Event Description	Particulars
1	Mode of Tender	E-Tender through GeM portal
2	Date of Publishing of Tender Notice	30-07-2026 on GeM portal and Bank's website
3	Start Date of RFP document download from Bank's website	30-07-2026
4	RFP Related Communication/queries to be sent on E-mail ID	hrd@rgb.bank.in
5	Last date for receiving queries	02-08-2026
6	Pre-bid meeting at Camp Office, Jodhpur (3rd Floor, Camp Office, Tulsi Tower, Sardarpura, Jodhpur-305004	03-08-2026
7	Response to pre-Bid Queries	03-08-2026
8	Last date & Time for submission of Bid/Bid Due Date	10-08-2026
9	Opening of Technical Bids	10-08-2026
10	Opening of Financial Bids	After evaluation of technical bid
11	Bank's website	www.rgb.bank.in
12	Policy Inception	18-08-2026

- No Bid or part of Bid shall be submitted vide E-mail or in any other form.
- Bids received later than the prescribed date and time will not be considered for evaluation.
- If the last day of submission of Bid is declared as a holiday by any circumstances beyond the control of RAJASTHAN GRAMIN BANK, the next working day will be deemed to be the last day for submission of the Bid.
- Further, in case RAJASTHAN GRAMIN BANK does not function on the aforesaid date due to unforeseen circumstances or holiday, then the Bid will be opened on the next working day subject to availability of all the Technical/Procurement Committee members; unless otherwise such change may be notified to all bidders.

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

IMPORTANT INSTRUCTIONS FOR E-PROCUREMENT

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

1	Process of E-Tender: A) Registration: The process involves vendor's registration with GeM portal. Only after registration, the vendor can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet. **SPECIAL NOTE: THE TECHNICAL BID AND THE FINANCIAL BID HAS TO BE SUBMITTED ON-LINE AT https://gem.gov.in/** 1) Vendors/Participating insurance companies are required to register themselves online with: https://mkp.gem.gov.in/registration/signup#!/buyer 2) Vendors/ Participating insurance companies will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact GeM (before the expiry of scheduled time of the e-tender).
2	The Bid have to be submitted online at GeM Portal. Tenders will be opened electronically on specified date and time as given in the Tender. **NO TENDERS/ BIDS THROUGH ANY OTHER MEDIUM WILL BE ACCEPTED BY THE BANK**
3	All entries in the tender should be entered in online Technical & Financial Formats without any ambiguity.
4	E-tender cannot be accessed after the due date and time mentioned in NIT/RFP.
5	Bidding in e-tender: • The process involves Electronic Bidding for submission of Technical and Financial Bid. • During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. • The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. • All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply. • Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof. • No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.
6	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
7	No deviation to the technical and financial terms & conditions are allowed.
8	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

TABLE OF CONTENTS

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

1. INTRODUCTION & INSTRUCTIONS FOR RFP

This is a procurement event of RAJASTHAN GRAMIN BANK, Head Office, Jaipur (Camp Office, Jodhpur), You are requested to read and understand the RFP and subsequent Corrigendum, if any, before submitting technical bld.

1a. INTRODUCTION

RAJASTHAN GRAMIN BANK, (hereinafter referred to as "RGB") stands as one of the distinguished Regional Rural Bank established on 01.05.2025 under the RRB Act of 1976 after amalgamation of e-Rajasthan Marudhara Gramin Bank and e-Baroda Rajasthan Kshetriya Gramin Bank. With ownership vested in the Government of India, Government of Rajasthan, and State Bank of India, RGB operates an extensive network comprising 1609 branches, 84 processing centre, 30 offices and 02 training centre, strategically positioned across Rajasthan.

Request for Proposal (RFP) is invited from Life Insurance Company (Licensed and Registered with IRDA) dealing with Life Insurance for renewal of Group Term Life Insurance for Serving permanent Employees.

RGB shall solicit proposals through a two-stage bidding process (comprising of Technical and Financial Bids) from Insurance company (Licensed and Registered with IRDA) dealing with Life Insurance operating in India for the Renewal of GROUP TERM LIFE INSURANCE POLICY for the Serving permanent employees of RGB. Bidders are invited to submit their proposal in accordance with Request for Proposal (RFP) terms.

The Insurance Companies which are in agreement with the Scheme and its clauses altogether, only need to participate in the bidding and any disagreement in this regard may invite disqualification/ rejection of bid at technical level. Hence all the companies are requested to go through the Scheme carefully and submit their agreement in specific format given in the bid.

Complete confidentiality should be maintained. Information provided here should be used for its Intended scope and purpose. Retention of this RFP signifies the bidder(s) agreement to treat the information as confidential. The bidder(s) must agree to bear all costs related to the preparation of their proposal.

Bid submission, queries and all other terms and conditions are detailed in the following sections of this document. All communication with regard to this proposal shall only be entertained through GeM Portal.

i. (a) At any time prior to the deadline for submission of technical bid, RGB may for any reason, modify the RFP. Please note that there is no provision to take out list of parties downloading the RFP/tender document from the website mentioned. As such bidders are requested to see the website once again before the due date of opening to ensure that they have not missed any corrigendum uploaded against the said RFP after downloading the RFP document. The responsibility of downloading the related corrigenda, if any will be of the bidder only.

(b) No separate intimation in respect of corrigendum to this RFP (if any) will be sent to tenderer(s), the same will be made available in: - https://gem.gov.in/

RGB reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons. No correspondence shall be entertained in this regard**. Additionally, Bank shall not be obliged to inform the affected bidder/s the ground for rejection of its proposal.**

राजस्थान ग्रामीण बैंक
कार्मिक एवं
मानव संसाधन
विकास
प्रधान कार्यालय

1b. Selection Process:
The selection of insurer/insurers would happen through a two-step process:-

i. Technical Bid
All technical bids would be checked for eligibility as per eligibility criteria mentioned in the RFP. Bids not meeting the eligibility criteria would be disqualified.
The Technical bids will be evaluated by the Procurement Committee of RGB consisting of representatives of RGB. Financial bids of only the technically acceptable offers shall be considered.
The technical bid parameters are given under Evaluation Criteria.
The bidders also agree to abide by the requirements under the enlisted Annexures.
By bidding for this RFP, the bidder agrees to abide by the service levels, communication and MIS formats as detailed in the RFP. The same would also be incorporated in the form of an agreement with the selected bidder.
The documents/information submitted by the bidder(s) will be scrutinized. In case any of the Information furnished by the bidder is found to be false during scrutiny punitive action can be taken against defaulting-Insurers.

II. Financial Bid
E-Financial Bid of the technically responsive bidders shall be opened at a later date.
There would be separate price* bids to be quoted for financial bidding process at GeM portal for both the cadres of the Serving permanent employees for Group Term Life Insurance i.e. for
a. Clerical/Office attendant
b. Officers
Illustrative format to help bidders prepare their premium calculations for financial bid on GeM portal is given in **Annexure-L**

*The insurance premium rates shall be inclusive of all management expenses, Intermediary fees, etc. as per IRDAI regulations
*Data (Count of employees on compulsory participation) shared is Indicative only and may vary due to New Joinee, Retirement and Resignation and final count details will be shared during policy finalization

Tenders will be opened electronically on specified date and time as given in the Schedule of Tender.
Notwithstanding anything contained in this document, RGB reserves the right to accept or reject any Bid or annul the Bidding process and reject all Bids at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof. No correspondence shall be entertained in this regard.
1a. Anytime during the process the RGB may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the RGB.

1b. The technical bid along, accompanied by the Information/documents indicated in the Annexures, and acceptance of RFP are to be signed by the authorised signatory with Seal of the Company. **All pages are required to be signed by the authorised signatory with the bidder's seal.**

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

ii Proposal Instructions

(A) Proposal Requirements

You may note that for the purpose of appointment of Insurance Company, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, i.e. The Technical Bid and the Financial Bid.

The 'Technical Bid' will contain the exhaustive and comprehensive technical details as enlisted in the RFP.

The Technical Bid shall NOT contain any pricing or financial information at all. If the Technical contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.

Your response should be organized into following sections:

Section- A	Executive Summary/ Introduction to your organization and documents for eligibility given under this RFP.
Section-B	Proposal Compliance letter- A letter signed by an authorised officer of your organization signifying your proposal's complete compliance with the RFP specifications mentioned in the Tender Document/Corrigendum
Section- C	Response to Technical Bid to this RFP with supporting documents
Section-D	Acknowledgement of overall Tender terms & Signed Copy of Tender Document
Section- E	Acceptance of Service Level Agreement

(B) Process to be Adopted for Evaluation of the Technical Bids

In the first stage, only the Technical Bids will be opened in respect of those bidders who fulfil the details indicated in the eligibility criteria and submission of all the declaration annexed.

2. CORRUPT AND FRAUDULENT PRACTICES:

Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in the RFP, the RGB shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that Bidder has, directly or indirectly, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in Selection Process.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "Corrupt Practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process.

b) "Fraudulent Practice" means a misrepresentation or omission of facts or disclosure of Incomplete facts, in order to influence the Selection Process.

c) "Coercive Practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

d) "Undesirable Practice" means establishing contact with any person connected with or employed or engaged by the RGB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process.

e) "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process. As per Central Vigilance Commission (CVC) directives, it is required that Bidders /Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy.

3. ELIGIBILITY:

It will be the Insurer's responsibility to ensure that it meets the eligibility requirements as stipulated in **Section II** of the RFP.

4. QUALIFICATION TO THE BID:

The bids may be submitted as per the technical criteria indicated in the RFP.

5. GENERAL CONSIDERATIONS:

a. In preparing the Proposal, the Insurer is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the proposal.

6. DEFINITIONS

In this bid, following words and expressions shall, unless repugnant to context or meaning thereof, have meaning hereinafter respectively assigned to them.

I. "Bank" means RAJASTHAN GRAMIN BANK
II. "Bidder" means an Life Insurance company i.e. Insurance company licensed by IRDA
III. "RGB" means RAJASTHAN GRAMIN BANK
IV. "RFP" means Request for Proposal by RAJASTHAN GRAMIN BANK for Group Life Insurance for Serving permanent Employees.
V. "Insured" means RAJASTHAN GRAMIN BANK'S SERVING EMPLOYEES.
VI. "Insurer" means IRDA approved Insurance company.
VII. "NIT" means Notice inviting Tender.
VIII. "Approved" means approved by RAJASTHAN GRAMIN BANK.
IX. "Applicable Laws" means all laws, promulgated or brought into force and effect by GOI including regulations and rules made there under, and Judgments, decrees, injunctions, writs and orders of any court of record, as record, as may be in force and effect during the subsistence of this Agreement.
X. "Bid" shall mean the documents in their entirety comprised in the bid submitted by the Insurer in response to the Request for Proposal in accordance with the provisions there of.
XI. "Competent Authority" means Procurement committee members nominated by RAJASTHAN GRAMIN BANK.
XII. "Contract Period" means the period starting tentatively from 18-08-2026 to 17-08-2027 (1 Year)
XIII. "LOA or Letter of Award" means written confirmation of an award of an Insurance Contract by RAJASTHAN GRAMIN BANK to a successful bidder, stating the amount of award, award date, and when the Insurance Contract will be signed.

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

XIV. "Successful Bidder" means Insurance Company that has been shortlisted after qualifying for bid to issue the policy. Unless excluded by or repugnant to the context.

XV. "GTLI" means Group Term Life Insurance.

XVI. "Employees" includes Officers, Office Assistants and Office Attendants.

7. COST OF PREPARATION OF PROPOSAL

7.1 The Insurer shall bear all costs associated with preparation and submission of its Proposal and RGB shall not be responsible or liable for those costs, charges, damages or expenses regardless of the conduct or outcome of the Selection Process. RGB is not bound to accept any proposal, and reserves the right to annul the Selection Process at any time prior to award of Contract, without thereby incurring any liability to the Insurer.

8. DOCUMENTS COMPRISING THE PROPOSAL

8.1 The Proposal shall comprise the documents and forms listed in the RFP.

9. ONLY ONE PROPOSAL

9.1 The Insurer shall submit only one Proposal from a single designated office.

10. PROPOSAL VALIDITY

10.1 The Bidder's Proposal must remain valid for at least 90 days from the Bid open date.

10.2 During this Period, Insurer shall maintain its original Proposal without any change.

10.3 RGB will make its best effort to complete the processing within the proposal's validity period. However, under exceptional circumstances, prior to expiration of bid validity period, the tendering authority may request bidders to extend period of validity of their bids.

10.4 A Bid once submitted, Bidder shall not be permitted to modify its bid.

10.5 Sub-contracting or Joint Venture will not be permitted.

10.6 Bid from Brokerage firm will not be permitted.

11. PREPARATION OF PROPOSALS - SPECIFIC CONSIDERATIONS

11.1 The Insurer shall prepare its Proposal as per the provisions of this RFP.

12. TECHNICAL PROPOSAL-FORMAT AND CONTENT

12.1 It is a must to meet all the technical criteria mentioned in the RFP

12.2 The Technical Proposal shall not include any financial information. **A Technical Proposal containing material financial information shall be declared non-responsive.**

12.3 The Insurer is required to submit a Technical Proposal as indicated in the RFP.

12.4 The Insurer shall be responsible for meeting all tax liabilities arising out of the contract.

12.5 If there be any increase in the taxes (direct /Indirect/local), levies, fees, etc. whatsoever, and other charges during tenure of the contract, financial burden of same shall not be borne by the RGB. Further, during tenure of the contract the Insurance company will not charge any extra charges/fees and the bank will not borne any extra charges.

13. FINANCIAL PROPOSAL-FORMAT AND CONTENT

Financial bid shall contain only the premium that the Insurance Company shall charge and taxes as applicable as per the coverages given in the RFP. Conditional Bids if any are liable to be rejected. Financial bid quoted in Technical Proposal/Technical bid documents shall be declared non-responsive. Financial bid shall be quoted only at Financial bid section on GeM Portal.

13.1 In event of a tie between two or more bidders during financial evaluation, determination of L1 bidder will be based "Run L1 selection" feature on GeM portal wherein the system would randomly identify a L1 bidder. It works on pseudorandom number generator algorithms which is a system generator based on linear congruential algorithm.

14. SIGNATURE ON EACH PAGE:

14.1 The competent authority/authorised signatory of the bidder must sign and put official seal on each page of the tender document and the bid. If any page is unsigned, it may lead to rejection of the bid.

14.2 Authorised Signatory Requirement:

The bidder must submit a valid authorization in favor of the person signing the bid documents. Such authorization shall be provided through any one of the following:

1. A Board Resolution passed by the Board of Directors of the company authorizing the designated person to sign and submit the bid and related documents;

OR

2. A Power of Attorney (PoA) executed in favor of the authorised person, duly notarized and on non-judicial stamp paper of appropriate value;

OR

3. A Letter of Authorization (LoA) issued on official letterhead of the company, duly signed and stamped by a Director or Key Managerial Personnel (KMP), provided such authorization is within the powers delegated to them under the company's MOA/AOA.

The Bank reserves the right to seek additional proof or reject the bid in case of any doubt regarding the validity or sufficiency of the authorization.

15. AMENDMENT TO TENDER DOCUMENT:

15.1 At any time after the issue of tender document and before opening of the tender, the tender inviting authority may make any changes, modifications or amendments to the tender document and changes will be available at bank's website www.rgb.bank.in/ which will direct to GeM website: https://gem.gov.in/

15.2 In case any Bidder seeks clarification to the tender documents, the same shall submit their queries on or before 02.08.2026 up to 05:00 PM on email at hrd@rgb.bank.in. The issues thus received by the bank will be discussed in Pre-Bid Meet only. No issues and queries in respect to tender document will be entertained by the bank after 05:00 PM of 02.08.2026. Pre-Bid Meet : No separate invitation for pre-bid meet will be sent to any bidder.

15.3 The amendments will be notified through corrigendum posted on:- https://gem.gov.in/ and bank website: www.rgb.bank.in

Such amendments will form part of the tender document. Bidders are advised to constantly watch for any corrigendum at the above-mentioned website.

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

15.4 The Tender Inviting Authority reserves the right to extend dead line for submission of tender for any reason, and the same shall be notified through corrigendum posted on:- https://gem.gov.in/ and bank website: www.rgb.bank.in

16. CONFIDENTIALITY:

16.1 From the time the Proposals are opened to the time the Contract is awarded, the Insurer should not contact RGB on any matter related to its Technical and / or Financial Proposal. Information related to the evaluation of Proposals and award recommendations shall not be disclosed to the Insurer who submitted the Proposals or to any other party not officially concerned with the process until publication of the contract award Information.

16.2 Any attempt by the Insurer or anyone on behalf of the Insurer to influence the RGB improperly in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

17. BID PREPARATION

17.1 The Bidder shall be responsible for all technical fees associated in the GeM website, preparation of its bid and its participation in the Selection Process. RGB shall not be responsible nor in any way liable for such cost, regardless of the conduct or outcome of the Selection Process.

17.2 Please note that the RGB reserves the right to reject all or any of the Proposals without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

18. WITHDRAWAL OF BID

18.1 In case of withdrawal of Bid, the bidder shall not be allowed to participate for bidding of 3 Consecutive years.

19. OPENING OF PROPOSALS

19.1 The Bid Procurement Committee of the RGB shall conduct the opening of the Technical Proposals.

20. EVALUATION OF PROPOSALS

20.1 The Insurer is not permitted to alter or modify its Proposal in any way after the proposal submission. The Bid Procurement Committee of the RGB shall conduct the evaluation on the basis of the submitted Technical Bid. However, the RGB may seek clarification on the information submitted by the Bidder, if required.

21. ACCEPTANCE/REJECTION OF TENDER

21.1 RGB does not bind itself to accept the tender.

21.2 RGB also reserves the right to accept or reject any or all bids without assigning any reason whatsoever. No correspondence shall be entertained in this regard.

21.3 RGB also reserves the absolute right to reject any or all the bids at any time solely based on the past unsatisfactory performance by the bidder(s), the opinion/decision of RGB regarding the same shall be final and conclusive.

22. EVALUATION OF TECHNICAL & FINANCIAL PROPOSALS

22.1 Procurement Committee will evaluate the Technical Bid by applying the eligibility criteria in the RFP.

22.2 A Bid shall be rejected at this stage if it does not meet each and every technical criterion. Bidder's need to qualify Technical Bid.

22.3 In event of a tie between two or more bidders in the during financial evaluation, determination of L1 bidder will be based "Run L1 selection" feature on GeM portal wherein the system would randomly identify a L1 bidder. It works on pseudorandom number generator algorithms which is a system generator based on linear congruential algorithm.

23. AWARD OF CONTRACT

23.1 Prior to the expiration of bid validity or any such extended validity period, RGB will notify the successful bidder through GeM portal. The letter of acceptance shall be a part of agreement/contract.

24. PERIOD OF CONTRACT

24.1 The policy would be issued for one year, the tenure of the contract with the Insurance Company would be for one policy year,

24.2 The RGB shall have the right to cancel the agreement, if at any time during the period of the Scheme, the insurance company defaults in delivery of services or it is found that it has misrepresented any fact during the tender process to attain qualification or breaches any of the conditions of the contract of Agreement.

24.3 Nothwithstanding any amalgamation, merger, consolidation, reorganization, or any other corporate restructuring event involving the Bank, the bidders' obligations under this agreement shall remain unaffected and binding. The successful bidder shall continue to perform all its obligations hereunder in accordance with the terms of this RFP, regardless of any change in the corporate structure, ownership, or control of the Bank.

25. INTERPRETATION

25.1 Entire Agreement: The Contract will constitute the entire Agreement between the RGB and the Selected Bidder and will supersede all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

25.2 Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorised representative of each party there to.

25.3 Severability: If any of the provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, Invalidity or unenforceability shall not affect the validity or enforceability of any other provision or condition of the Contract.

26. GOVERNING LAW

26.1 The Contract shall be governed by and interpreted in accordance with the laws of the Government of India and State of Rajasthan and under the jurisdiction of the Hon'ble Court at Jodhpur/Jaipur.

27. TERMINATION

27.1 RGB may, at its sole discretion and at any time terminate the Contract and inform the Insurer of its decision by written Instruction to that effect. In the event of the Contract being so terminated, the insurer shall take such steps as are necessary to bring the Services to an end in a cost effective, timely and orderly manner.

27.2 Should Services or any portion thereof not be carried out to satisfaction of RGB or within the time or times specified in or under the Contract, RAJASTHAN GRAMIN BANK, without prejudice to any other remedies, by notice in writing to Insurer, terminate Contract either in respect of Services which have not been carried out in accordance with Contract at the time of such termination or in respect of all the Services to which the Contract relates other than those carried out in accordance with the Contract prior to the time of such termination. In such case, the Insurer shall not be entitled under the Contract to payment of any amount by way of compensation.

27.3 Cancellation of award: If the successful bidder fails to submit the Letter of Acceptance (LoA) within the prescribed timeline on the GeM portal, it shall be treated as non-acceptance of the contract, and the

award shall stand cancelled due to bidder's default. In such cases, the Bank reserves the right to recover any actual loss or cost incurred, including administrative or re-tendering expenses, if applicable, and may take action as per GeM norms.
27.4 In the event the selected L-1 bidder (insurer) withdraws or fails to continue the Group Term Life Insurance policy during the contract period for any reason whatsoever, it shall be liable to refund the entire premium amount received from the Bank. Additionally, the bidder shall be required to pay a penalty equivalent to 10% of the total premium amount as liquidated damages. This clause shall be binding and enforceable without prejudice to any other legal remedy available to the Bank.

28. DISCLOSURE OF INFORMATION, INTELLECTUAL PROPERTY RIGHTS AND OFFICIAL SECRETS ACT
28.1 The Insurer shall not during or after termination of the Contract disclose to any third party any Confidential Information arising from the Contract except with the prior written permission from RAJASTHAN GRAMIN BANK. For the purposes of this Clause, "Confidential Information" shall mean information relating to proprietary, technological, economic, legal, administrative, business and technical matters of RGB Including but not limited to information disclosed orally, or through documents, drawings, diagrams, models, programmes, computer data or any part or copy of such Information. The Insurer shall not use any information in a way that would cause embarrassment to RAJASTHAN GRAMIN BANK.

28.2 All intellectual property rights in the reports and any other documentation or materials do prepared or inventions or Information produced as a result of the performance of the Services shall be and shall remain the property of RAJASTHAN GRAMIN BANK.

29. SUSPENSION
29.1 The Bank may, by written notice of suspension to the Insurer, without any obligation (financial or otherwise) suspend all payments to the Insurer if the latter shall be in breach of the Agreement or shall fail to perform any of its obligations under the Agreement including the carrying out of the Services; provided that such notice of suspension
(I) shall specify the nature of the breach or failure and
(II) shall provide an opportunity to the Insurer to remedy such breach or failure within a period not exceeding 30 days after receipt by the Insurer of such notice of suspension.

30. CESSATION OF RIGHTS AND OBLIGATIONS
30.1 Upon termination of the Agreement or upon expiration of the Agreement, all rights and obligations of the parties shall cease, except
(I) such rights and obligations as may have accrued on or prior to the date of termination or expiration,
(II) the obligation of confidentiality, and
(III) the insurer's obligation to permit inspection, copying and auditing of its accounts and records by RAJASTHAN GRAMIN BANK.

31. DISPUTES RESOLUTION
31.1 The parties shall make their best efforts to settle amicably all disputes arising out of or in connection with Agreement or interpretation thereof. In the event a dispute, difference or claim arises in connection with the interpretation or implementation of Agreement, the aggrieved party shall Issue a written notice setting out dispute / differences or claim to the other party and the parties shall first attempt to resolve such dispute through mutual consultation.

31.2 Any dispute between parties arising out of this RFP Document or relating thereto or arising there from that still might remain unresolved in spite of all efforts to settle the matter amicably shall be settled by a binding arbitration in Jodhpur/Jaipur (Rajasthan) under the Arbitration and Conciliation Act, 2023. The seat of Arbitration shall be Jodhpur/Jaipur (Rajasthan). The venue of arbitration proceedings, unless the parties otherwise agree shall be Jodhpur/Jaipur (Rajasthan). A panel of three arbitrators shall be appointed. One arbitrator representing the successful bidder, one arbitrator representing RGB and one heading the panel appointed by the two arbitrators. Each party will pay its own costs.

32. DISQUALIFICATION

32.1 The bid is liable to be disqualified if:

- Not submitted in accordance with this RFP
- During the bid process if the bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- Bidder submits conditional bids.
- Bidder Indulges in canvassing in any form to win the contract.
- Bidder has been banned/debarred by Central Government/ any other State Government or its Agencies or by any other Government Body or has been disqualified in participating the Government schemes as per IRDAI guidelines.
- Submitted without valid authorization of the signatory. Failure to submit a duly executed Board Resolution, Power of Attorney, or Letter of Authorization empowering the signatory to act on behalf of the bidder shall render the bid invalid and liable for rejection.

33. DUTIES AND RESPONSIBILITY OF SUCCESSFUL BIDDER

34.1 Signing of agreement between RGB and the successful bidder in the specified format of RGB within 3 days from the issue of LOA.

34. FORCE MAJEURE

In the event of any circumstance beyond the control of either party — such as natural calamities, war, riot, pandemic, epidemic, civil unrest, or governmental restrictions — that materially affects the ability to perform certain non-financial obligations, the affected party shall promptly notify the other party in writing within 7 days, along with supporting details.

Notwithstanding the occurrence of a Force Majeure Event, the Insurer shall continue to be fully responsible for settlement of all valid claims raised under the Group Term Life Insurance (GTLI) policy during the coverage period, and ensuring uninterrupted insurance coverage for the serving permanent employees of the Bank.

If a Force Majeure Event persists for more than 30 consecutive days, insurer may terminate the Agreement by giving 15 days' prior written notice. In such case, the Insurer shall refund the entire premium amount received from the Bank and Pay a penalty of 10% of the total premium amount to the Bank as liquidated damages.

This clause shall be enforceable without prejudice to any other legal remedies available to the Bank.

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Section II

35. BIDDERS' ELIGIBILITY CRITERIA

35.1 The Bidders have to satisfy following Pre-qualification criteria to apply for engagement. Respondents satisfying following criteria only are eligible to submit Technical and Financial Bid. This invitation to respond to RFP is open to reputed Insurance company.

1. Bidder i.e. Life Insurance companies must be registered /Issued License by Insurance Regulatory and Development Authority of India (IRDAI) to operate in the Indian insurance market. Bid from Brokerage firm will not be considered.
2. The bidder should be a Life Insurance Company having its registered office in India, and should not be operating as a franchisee, agent, or intermediary entity. The bidder must have been in continuous existence and operations in India for a period of at least 10 years as on the date of publication of the tender. Further, the bidder's IRDAI license should not have been suspended, revoked, or cancelled at any time during this period.
3. The bidder should have an annual premium receipt of at least ₹50 crore under Group Term Life Insurance (GTLI) policies for employees, as on 31.03.2026. This must be duly certified by a Chartered Accountant (CA) and submitted along with the bid.
4. The bidder should have maintained a minimum claim settlement ratio of 95% for Life Insurance claims in each of the preceding three financial years, including FY 2025–26 (as on 31.03.2026). A self-declaration, duly signed by an authorised signatory, must be submitted as supporting evidence.
5. The bidder must have independently issued Group Term Life Insurance (GTLI) policies covering at least 10,000 employees in each of three (03) separate organizations during the Financial Year 2025–26.
   These three organizations must be from any of the following categories:
   - Scheduled Commercial Banks (SCBs),
   - Regional Rural Banks (RRBs),
   - Public Sector Undertakings (PSUs), or
   - Departments of the Central Government, State Government, or Union Territory Administrations.

   The coverage of 10,000 lives must have been achieved individually in each organization (i.e., not cumulatively across organizations).
   The bidder must also have a dedicated team exclusively managing the Term Life Insurance portfolio. Bidders who were only part of a coinsurance arrangement for the purpose of risk sharing, without being the primary servicing insurer, shall not be eligible under this clause.
6. Bidder should submit declaration confirming that policy quoted is approved by IRDA.
7. The Bidder should have offices mandatorily in Jaipur and Jodhpur cities of Rajasthan for co-ordination and dedicated manpower with strength for servicing RAJASTHAN GRAMIN BANK.
8. Declaration from insurer that it has not been blacklisted/delisted/suspended banned/debarred by any State Government/Central Government or any Governmental Agencies or not disqualified in participating the Government schemes as per IRDAI guidelines
9. Declaration that bid submitted is as single entity and not as part of any consortium.
10. The bidder must undertake to provide comprehensive Group Term Life Insurance coverage without any splitting of the policy. The entire risk and servicing responsibility must lie with the bidding

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

insurer alone. Proposals involving splitting of coverage, co-insurance arrangements, or consortium bids shall not be considered eligible.

11. Bidder must undertake and confirm that they have understood the scope of work properly and shall carry out the work as mentioned in this RFP.

The proposal of the company which does not meet any of the above criteria will not be further evaluated.

36. DOCUMENTS TO BE SUBMITTED IN SUPPORT OF BIDDERS' ELIGIBILITY

36.1 The Bidder shall submit the documents mentioned in RFP duly certified by their Auditors (Chartered Accountants) in support of fulfilling the eligibility criteria as per Annexures mentioned.

37. SUBMISSION OF THE PROPOSAL

37.1 Technical and financial Bids needs to be submitted through electronic mode (GeM website following the registration process through the following link - https://gem.gov.in/

Only detailed complete proposals in the form indicated, received prior to closing time and date of bid as mentioned under Schedule of Tender shall be taken as valid. Proposals received by any other mode shall be treated as defective, invalid and rejected.

37.2 At any time prior to deadline for submission of proposal, RGB may for any reason, modify RFP. The prospective respondents shall be notified of amendments in RFP If any through https://gem.gov.in/ and such amendments shall be binding on them.

37.3 The RGB reserves the right to accept any or reject any or all the proposals in whole or part without assigning any reasons.

37.4 The RGB will select Insurance Company on the basis of the lowest Premium Quoted. The Selected Insurer shall be issued a LOA.

37.5 In event of a tie between two or more bidders in the during financial evaluation, determination of L1 bidder will be based "Run L1 selection" feature on GeM portal wherein the system would randomly identify a L1 bidder. It works on pseudorandom number generator algorithms which is a system generator based on linear congruential algorithm.

37.6 During pre-qualification and evaluation of Proposals, RGB may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the Bank.

37.7 Respondents are not permitted to modify, substitute or withdraw Proposals after submission.

37.8 No cost will be borne by RGB towards preparation and submission of the proposals.

38. PRE-BID MEETING

38.1 A Pre-Bid Meeting will be conducted as per schedule, between the participating Insurance Companies and RGB at RGB Camp Office, Jodhpur wherein all the intending bidders will be invited to discuss their queries regarding the RFP. RGB would be represented by a team of officials appointed by the competent authority. All queries will be addressed during the meeting and no subsequent query post the pre bid meeting will be entertained or after the last date of query submission through e-mail in the designated E-mail IDs i.e., after 02.08.2026 by 5 PM.

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

SECTION III

SALIENT FEATURES OF PROPOSED GROUP TERM LIFE INSURANCE POLICY

A. PROPOSED GROUP TERM LIFE INSURANCE POLICY FOR RAJASTHAN GRAMIN BANK'S SERVING PERMANENT EMPLOYEES

Coverage Details	
Policy Type:	Group Term Life Insurance Policy only for Serving permanent Employees of RGB
Scope of Coverage:	All permanent serving employees of the Bank as on the date of commencement or renewal of the Group Term Life Insurance Policy shall be mandatorily covered under the policy, without any waiting period, regardless of their current working status. This includes employees who are: • on any kind of sanctioned leave (Privilege Leave, Sick Leave/Medical Leave, Maternity/Paternity Leave, Sabbatical Leave, Leave without Pay, Extraordinary Leave, etc.), • under suspension, • on deputation within or outside the Bank. Employees who join the Bank after the commencement of the policy shall be covered from their date of joining on a pro-rata premium basis. Employees who are in-service on the date of policy commencement but subsequently retire or opt for Voluntary Retirement Scheme (VRS) during the policy period shall continue to remain covered until the expiry of the policy period. However, employees who are otherwise separated from the Bank during the policy period including by way of resignation, removal, dismissal, or termination, etc shall cease to be covered from the date they are no longer in the service of the Bank.
Number of employees as of date	Officer: 5236 Clerical/office attendant: 3057
RGB employee Detail in MS-excel	https://docs.google.com/spreadsheets/d/13xe6ppjxUsJtOp_Z5Z9-V4fs1Dhe17kV/edit?usp=drivesdk&ouid=110325126039751650631&rtpof=true&sd=true
Sum Insured per employee :	For Officers - INR 20,00,000/- For Clerical/Sub-Staff - INR 10,00,000/-
Monthly Addition / Deletion :	• All New Employees to be covered from the date of joining as per their appointment letter. For additions /deletions of employees during period, premium to be charged/refunded on prorate basis against the Cash Deposit account with Insurer adequately maintained by the Bank. • Increase in Sum Insured allowed in case of promotion to officer cadre on charging pro-rata premium.
Waiting period	Not Applicable
Medical underwriting	No pre-policy medical examination shall be required for any employee, irrespective of age, health status, or past medical history.
Non-exclusion of specific cause	Claims arising due to the following causes shall be explicitly covered and shall not be grounds for rejection: • Suicide • COVID-19 and other pandemics • Natural Calamities (earthquake, flood, etc) • Terrorism, riots, or civil commotion • Accidental Death • Death during suspension, while on leave or in police custody

(Signature of Insurance Company with Seal)

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

SECTION IV

Rights of Bank with respect to RFP

RAJASTHAN GRAMIN BANK reserves the right to:

- Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
- Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
- Waive or change any formalities, irregularities, or in consistencies in this proposal (format and delivery). Such a change/ waiver would be duly and publicly notified in the https://gem.gov.in/ before the closure of the bid date.
- Extend the time for submission of all proposals and such an extension would be duly communicated by RAJASTHAN GRAMIN BANK.
- Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to result in an agreement within a specified time frame.
- Select the bidder even if a single bid is received as response.
- Share the information / clarifications provided In response to RFP by any bidder, with all other bidder(s)/ others, In the same form as clarified to the bidder raising the query

Obligations of Bidder while Bid Submission

I. **The bid should be signed by the bidder or any person duly authorised to bind the bidder to** the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents by virtue of Board Resolution and bind the bidder. **All pages of the tender documents except** brochures, if any, are to be signed by the authorised signatory.

2. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person/s signing the bid should initial such corrections.

3. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

4. No columns of the tender should be left blank. Offers with insufficient Information and offers which do not strictly comply with the stipulations given above, are liable for rejection.

5. The bids will be opened in the presence of authorised representatives of the bidders. However, the representative of the bidder has to produce an authorization letter from the bidder to represent them at the time of opening of Technical bid. Only two representatives will be allowed to represent any bidder. In case the bidder's representative is not present at the time of opening of bids, the quotations / bids will still be opened at the scheduled day.

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

Plan Design and Related Documents

i. Plan Design

The Policy shall be In the Name of RAJASTHAN GRAMIN BANK: -

i) Serving permanent Employees In named basis

Employee Demography

Working staff members of RAJASTHAN GRAMIN BANK, as on 21th July 2026 is as under-

Sr.No.	Category	Number of Employees-**Tentative Count
1	Officers	5228
2	Clerical/Office attendant	3040
	Grand Total	8268

** Data (Count of employees on compulsory participation) shared is Indicative only and may vary due to New Joinee, Retirement and Resignation and final count details will be shared during policy finalization/ lodgement.

Further Demographic details & Updated Claims MIS can be obtained by placing a request mail to the following email Id: hrd@rgb.bank.in

i. RGB Employee Deaths in last Financial Year:

Financial Year	Count of Deceased Officer	Count of Deceased Clerical/Office attendant	Total Death
2025-26	3	6	9

ii. E-BRKGB Employee Deaths During the Two Financial Years Preceding the Last Financial Year:

Financial Year	Count of Deceased Officer	Count of Deceased Clerical/Office attendant	Total Death
2024-25	3	6	9
2023-24	3	3	6

iii. E-RMGB Employee Deaths During the Two Financial Years Preceding the Last Financial Year:

Financial Year	Count of Deceased Officer	Count of Deceased Clerical/Office attendant	Total Death
2024-25	4	1	5
2023-24	3	3	6

v. RFP Terms and Conditions:

Following additional terms and conditions shall apply to the evaluation process:

(a) Bidder warranties- By submitting a Response, the Bidder represents and warrants to RAJASTHAN GRAMIN BANK that, as at the date of submission:

I. the Bidder has to fully disclose to RAJASTHAN GRAMIN BANK in its Responses all Information which could reasonably be regarded as affecting in any way RAJASTHAN GRAMIN BANK's evaluation of the Response;

II. all information contained In the Bidder's Response is true, accurate and complete; and not misleading In anyway;

III. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against **or** otherwise involving the Bidder which could have an adverse effect on its business. assets or financial condition or upon RAJASTHAN GRAMIN BANK's reputation If the Response is successful;

IV. The Bidder will immediately notify RAJASTHAN GRAMIN BANK of the occurrence of any *event,* factor circumstance which may causes material adverse effect on the Bidder's business, assets or financial condition or RAJASTHAN GRAMIN BANK's reputation or render the Bidder unable to Perform its obligations under the RAJASTHAN GRAMIN BANK agreement, if any or have a material adverse effect on the evaluation *of* the responses by RAJASTHAN GRAMIN BANK; and

V. The Bidder has not and will not seek to influence any decisions of RAJASTHAN GRAMIN BANK during the evaluation process or engage in any uncompetitive behaviour or other practice which may deny legitimate business opportunities to other Bidders

VI. If selected, Bidder will not seek medical examination of any employee for inclusion in the Policy.

Annexure -A

The responses and all supporting forms need to be attested by authorised signatory with company seal

Sr. No.	Eligibility Criteria	Compliance (Yes/No) & Remarks
1	Bidder i.e. Life Insurance companies must be registered /Issued License by Insurance Regulatory and Development Authority of India (IRDAI) to operate in the Indian insurance market. Bid from Brokerage firm will not be considered.	
2	The bidder should be a Life Insurance Company having its registered office in India, and should not be operating as a franchisee, agent, or intermediary entity. The bidder must have been in continuous existence and operations in India for a period of at least 10 years as on the date of publication of the tender. Further, the bidder's IRDAI license should not have been suspended, revoked, or cancelled at any time during this period.	
3	The bidder should have an annual premium receipt of at least ₹50 crore under Group Term Life Insurance (GTLI) policies for employees, as on 31.03.2026. This must be duly certified by a Chartered Accountant (CA) and submitted along with the bid.	
4	The bidder should have maintained a minimum claim settlement ratio of 95% for Life Insurance claims in each of the preceding three financial years, including FY 2025–26 (as on 31.03.2026). A self-declaration, duly signed by an authorised signatory, must be submitted as supporting evidence.	
5	The bidder must have independently issued Group Term Life Insurance (GTLI) policies covering at least 10,000 employees in each of three (03) separate organizations during the Financial Year 2025–26. These three organizations must be from any of the following categories: • Scheduled Commercial Banks (SCBs), • Regional Rural Banks (RRBs), • Public Sector Undertakings (PSUs), or • Departments of the Central Government, State Government, or Union Territory Administrations. The coverage of 10,000 lives must have been achieved individually in each organization (i.e., not cumulatively across organizations). The bidder must also have a dedicated team exclusively managing the Term Life Insurance portfolio.	

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

	Bidders who were only part of a coinsurance arrangement for the purpose of risk sharing, without being the primary servicing insurer, shall not be eligible under this clause.	
6	Bidder should submit declaration confirming that policy quoted is approved by IRDA.	
7	The Bidder should have offices mandatorily in Jaipur and Jodhpur cities of Rajasthan for co-ordination and dedicated manpower with strength for servicing RAJASTHAN GRAMIN BANK.	
8	Declaration from insurer that it has not been banned /debarred by any State Government/Central Government or any Governmental Agencies or not disqualified in participating the Government schemes as per IRDAI guidelines	
9	Declaration that bid submitted is as single entity and not as part of any consortium.	
10	The bidder must undertake to provide comprehensive Group Term Life Insurance coverage without any splitting of the policy. The entire risk and servicing responsibility must lie with the bidding insurer alone. Proposals involving splitting of coverage, co-insurance arrangements, or consortium bids shall not be considered eligible.	

RGB reserves the right to verify/seek further clarity on the Information provided against any or all points.

Signature of Authorised Signatory with Company Seal

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Annexure B

Undertaking for Terms of Engagement (On company's Letterhead)

We, ____________________, a licensed Insurance company Regulated by the Insurance Regulatory and Development Authority (IRDA) under License Code No... and having its registered office at ....hereby undertake and confirm that we shall comply with the terms of engagement as per tender document and hereby understand that the Bank reserves the right to Select the L1 Bidder for Group Term Life Insurance policy for Serving permanent Employees.

Signature of Authorised Signatory with Company Seal

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Annexure C

Service Level Agreement

This Service Level Agreement ("Agreement") is made and executed on day of 2026 **at** Rajasthan Gramin Bank, Camp Office, Jodhpur, Rajasthan, India.

BY AND BETWEEN

RAJASTHAN GRAMIN BANK, established under the RRB Act of 1976, having its Head Office at Jaipur, currently having its camp office at Jodhpur, address: Camp Office, 3rd Floor, Tulsi Tower, Sardarpura, Jodhpur, 342003 (hereinafter referred to as "RGB"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

And

.. , a licensed Insurance company authorised and Regulated by the Insurance Regulatory and **Development Authority (IRDA) under license Code No. ....and having** its registered office at...

hereinafter referred to as "The Bidder".

The purpose of this agreement Is to set forth the terms and understandings of both parties with respect to the provisions of client **services by.. (Insurance Company)duly appointed** by **RGB** *for* the purpose of providing Group Term Life Insurance Coverage to the Serving permanent employees .

That the RFP no. .... Dated ....floated by Rajasthan Gramin Bank and all its terms and conditions shall be treated as part of this agreement and shall be read jointly for any purpose.

Tenure of Agreement:

The Agreement will be for 1 year starting from the tentative Policy Inception date August 18th, 2026 00:00 hrs till August 17th, 2027 23:59 hrs.

NOW THEREFORE In consideration of the mutual covenants, terms and conditions set *forth* in this SLA, the Parties agree as follows:

I) Scope and responsibilities by Either Party:

Scope of Work	Responsible Party
Policy Document Issuance	....Insurance company Limited
Addition, Deletion and Modification of Members	....Insurance company Limited
Claims Management	....Insurance company Limited
Administration of policy	....Insurance company Limited

2) Policy Administration & Tum Around Timelines:

Service Administration	Turn Around Time (TAT)
Issuance of Policy document by Insurer	on receipt of insurance premium from bank
Issuance of Endorsement (Addition, Deletion & Correction)	02 working days
Settlement Amount Payment on Account post submission of complete documents	30 days

3) Claims process: RGB is responsible for notifying claims or potential circumstances that may give rise to a claim in accordance with RGB Group Term Life Insurance Policy. To ensure full protection under RGB 's GTLI policy, RGB should familiarize themselves with the coverage conditions or other procedures Immediately relating to claims and to the notification of those claims.

4) Escalation matrices

The mechanism and escalation matrices for reporting of issues pertaining to claims and deficiency in services to be provided during issuance of the policy. Any escalations have to be given a detailed response within 3 days of the escalation.

5) Grievance redressal committee

The insurer to provide grievance redressal within 3 working days.

There would be a monthly meet between decision makers at the insurer end and nominated personnel by the bank for addressing grievances where responses are not satisfactory.

6) Penalty for Premature Withdrawal:

In the event the Insurer unilaterally withdraws, cancels, refuses to renew, or otherwise fails to continue the Group Term Life Insurance Policy during the contract period for reasons attributable to the Insurer, it shall:

a. Refund the entire premium amount received from the Bank;

b. Pay a penalty equal to ten percent (10%) of the total premium amount as liquidated damages;

c. Reimburse the Bank the differential premium amount payable by the Bank for obtaining equivalent insurance coverage from another insurer for the remaining unexpired period of the contract;

d. Bear all reasonable administrative, legal and incidental expenses incurred by the Bank for arranging such alternate insurance coverage.

The above remedies shall be without prejudice to any other rights or remedies available to the Bank under law or contract

7) Confidentiality:

Both parties will treat information received from the other relating to this agreement and to the client's business as confidential and will not disclose It to any other person not entitled to receive it except as may be necessary to fulfil their respective obligation in the conduct of this agreement and except as may be required by law or regulatory authority or information already in the public domain. Any breach of confidentiality shall constitute a material breach of this Agreement.

8) Digital Personal Data Protection (DPDP) Compliance

The Insurer shall comply with the provisions of the Digital Personal Data Protection Act, 2023, rules framed thereunder, and all applicable data privacy laws while processing personal data received from Rajasthan Gramin Bank.

The Insurer shall:

a. Process personal data only for purposes connected with administration of the Group Term Life Insurance Policy;
b. Implement appropriate technical and organisational security controls to prevent unauthorized access, disclosure, alteration, destruction or misuse of personal data;
c. Restrict access to personal data on a need-to-know basis;
d. Ensure confidentiality obligations are imposed upon personnel having access to personal data;
e. Immediately notify the Bank of any actual or suspected personal data breach and cooperate in remediation thereof.

Upon termination or expiry of the Agreement, the Insurer shall return or securely destroy all personal data made available by the Bank and provide written confirmation thereof.

9) Indemnity

The Insurer shall indemnify and keep indemnified Rajasthan Gramin Bank, its Board of Directors, officers and employees from and against all losses, damages, liabilities, penalties, claims, costs and expenses arising out of:

a. Breach of this Agreement by the Insurer;
b. Negligence, misconduct or omission of the Insurer, its personnel, agents or representatives;

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

c. Any personal data breach, unauthorized disclosure, loss or unlawful processing of data;
d. Violation of any applicable statutory, regulatory or contractual requirement;
e. Third-party claims arising from acts or omissions of the Insurer; and
f. Failure to honour or perform obligations under the Policy or this Agreement.

The obligations under this clause shall survive termination or expiry of the Agreement.

10) Contingency Plan and Extension of Coverage

In order to ensure uninterrupted insurance coverage to employees of the Bank, the Insurer shall maintain adequate operational arrangements to continue providing insurance coverage under the Policy throughout the contract period and any extension thereof.

In the event the Bank, due to administrative reasons, delay in finalisation of a fresh procurement process, regulatory requirements, litigation, force majeure events or any other reason beyond the Bank's control, requires continuation of the Policy beyond its original expiry date, the Insurer shall continue the insurance cover for such extended period.

For such period of extension:

a. Coverage shall continue on the same terms and conditions as applicable under the original contract;
b. Premium shall be charged strictly on a pro-rata basis at the same rate(s) accepted under the contract;
c. No additional loading, revised premium rate, administrative charge or adverse modification in benefits shall be imposed;
d. All service obligations, claim settlement obligations, confidentiality obligations, indemnity obligations and statutory compliance requirements under this Agreement shall continue to apply.

Such extension shall be solely for ensuring continuity of insurance coverage until a fresh arrangement is put in place by the Bank.

11) Automatic Coverage and Rectification of Omission Clause

Notwithstanding anything contained in the Policy or this Agreement, all permanent employees of Rajasthan Gramin Bank who are eligible for coverage under the Group Term Life Insurance Policy shall be deemed to be covered under the Policy from the applicable date of coverage.

In the event that, at the commencement of the Policy, the details of any eligible existing permanent employee are inadvertently omitted, missed, incorrectly reported, or not provided to the Insurer due to clerical error, typographical error, administrative oversight, delayed compilation of records, or any other bona fide reason, such employee shall nevertheless be deemed to have been covered under the Policy from the Policy commencement date. The Insurer shall honour all admissible claims in respect of such employee, subject to eligibility under the Policy. The Bank shall provide the relevant details to the Insurer as soon as reasonably practicable thereafter, and the corresponding premium shall be adjusted on a pro-rata basis wherever applicable.

Similarly, all permanent employees joining the Bank during the currency of the Policy shall automatically and deemedly become members of the Policy from their respective dates of joining the Bank. In the event the Bank is unable to intimate the details of any such employee to the Insurer immediately due to administrative, operational, procedural or other bona fide reasons, the coverage shall nevertheless be effective from the employee's date of joining. The Insurer shall not deny, repudiate or reduce any claim solely on the ground of delayed reporting, endorsement or incorporation of the employee's particulars in the Policy records.

The Bank shall furnish the details of such omitted or newly joined employees to the Insurer as soon as reasonably practicable, and the corresponding premium shall be recovered or adjusted by the Insurer from the effective date of coverage. Delay in furnishing employee particulars shall not affect the attachment of risk or the validity of coverage under the Policy.

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

The RFP/ GEM BID Document for Renewal of Group Term Life Insurance Policy of all serving permanent employees of Rajasthan Gramin Bank Ref............................ dated.................. and its all annexures shall be integral part of this Agreement, and the Parties shall be bound by the terms and conditions contained therein. If there is any ambiguity between any clause in this Agreement and any clause in any of the Appendices/Annexure, etc., or any ambiguity among the Appendices, Annexure, etc., the order of priority of documents in resolving such ambiguity shall be as follows:

a. Agreement

b. GEM BID Document for Renewal of Group Term Life Insurance Policy for all serving permanent employees of Rajasthan Gramin Bank Ref.................................. dated..........................

In witness where of the parties here to has set their respective hand and signed this deed with seal, on the day, month and year first above mentioned.

For and on behalf of RAJASTHAN GRAMIN BANK	**Witness**
Signature	**Signature...............................**
Name	**Name ....**
Designation.......................................	**Designation.......................................**
For and on behalf of..Insurance co. Ltd.	**Witness**
Signature	**Signature...............................**
Name	**Name ....**
Designation.......................................	**Designation.......................................**

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

Annexure-D

Undertaking from Insurance Company

This has reference to the RFP published on GeM Portal on...

In response to the RFP, we have submitted our technical & financial bid at the GeM e-portal..

In connection with the above bid, we hereby declare as under: -

I —That we are neither related to any of your Trustees, Officers and others employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

II—That we have submitted the bid In the name of M/s________________________________ and declare that no other bids have been submitted by us In the same name of any other firms/ companies/ proprietors / individuals which comes under the same management and related parties.

III — We hereby undertake that In case of any violations to the above declarations at any stage of the contract, RGB reserves the sole right to cancel the contract and recover the full value of the contract from us.

IV- We do hereby agree to comply with the Policy Terms and conditions mentioned in the Tender Document, any deviation noted In the policy Terms and conditions will lead to Disqualification in Participation.

V-We hereby do agree to provide the price Bid for Both the units of serving permanent employee Policy.

For and on behalf of ____________________

(Authorised Signatory with company seal/ Stamp)

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Annexure-E

COMPANY INFORMATION		
A. SNAPSHOT		
	Name of the Insurer	
	Head Office (Address)	
	Website & e mall	
1	Authorised Office Address submitting RFP	
2	Date of Commencement of Business (MM/YYYY)	
3	IRDA License obtained *since* (Copy of IRDA License since issuance till date to be enclosed)	
4	Number of Branches/Offices In India as on 31.03.2026	
5	Total No. of Employees in India as on 31.03.2026	

Signature of Authorised Person with Company Seal

Annexure-F

Grievance Ratio & Redressal

Please provide a data pertaining to grievance redressal in the format given below for last FY (Number of Grievances per 10,000 lives)

FY	Opening Balance of Grievances c/f	Grievances reported during the year	No. of grievances resolved during the year	No. of grievances pending at the end of the year	Grievance Redressal ratio (Percentage of Grievances Accepted)
2025-2026					

Signature of Authorised Person with Company Seal

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

<u>Annexure-G</u>

Bank Servicing Experience

A. List of Regional Rural Banks/ PSBs/ SCBs having a Group Term Life Insurance Policy for employees from the Insurer as on 31.03.2026:

S. No.	Name of Bank/PSU/RRB	Date of commencement of policy (mm/yy)	Premium in INR

Signature of Authorised Person with Company Seal

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Annexure-H

CERTIFICATE FROM INSURANCE COMPANY (FOR NOT BEING BLACKLISTED)

Declaration from insurer that it has not been banned /debarred by any State Government/Central Government or any Governmental Agencies or not disqualified in participating the Government schemes as per IRDAI guidelines

DECLARATION CERTIFICATE

a) We have not been suspended/ delisted / blacklisted/banned/debarred by any other Govt. Ministry / Department / Public Sector Undertaking/ IRDA / SEBI / Autonomous Body / Financial Institution /Court.
b) We certify that neither our company nor any of the / Directors are involved In any scam or disciplinary proceedings settled or pending adjudication.
c) We hereby undertake and confirm that we have understood the terms and conditions properly and shall carry out the work as mentioned In this RFP.

Signature of *the* Authorised Signatory with Seal

Annexure-I

DECLARATION OF MINIMUM CLAIM SETTLEMENT RATIO

Declaration that the bidder should have a minimum Claim Settlement Ratio of 95% for last FY & Ageing of Claims (% of Claims settled within Three Months) for Financial Year 2025-26 as on 31.03.2026.

UNDERTAKING I, designated as ____________ On behalf of ______________ Insurance Company hereby confirm that we have a Settlement ratio for Life Insurance Claims for the last three Financial Years as mentioned below:

FY	Claim Settlement Ratio	Ageing of Claims (% of claims settled within 03 months
2025-2026 as on 31.03.2026		

Signature of the Authorised Signatory with Seal Date:...Place.........................

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Annexure-J

DECLARATION FOR NON TEMPERING OF TENDER DOCUMENT

I / We /Proprietor/ Partner(s)/ Director(s)/authorised signatory(ies) of ...., hereby declare that I/We have not tampered the tender document of renewal of Group Term Life Insurance Policy for RAJASTHAN GRAMIN BANK'S Serving permanent Employees issued on date ...., which is downloaded from GeM Portal/ bank website www.rgb.bank.in

For and on behalf of ____________________

(Authorised Signatory with company seal/ Stamp)

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Annexure-K

Non-Disclosure Agreement

(To be executed on Non-Judicial Stamp Paper of appropriate value)

This Non-Disclosure Agreement ("Agreement") is executed on this ___ day of ________, 2026 at Jodhpur, Rajasthan, by and between:

RAJASTHAN GRAMIN BANK,

a body corporate constituted under the Regional Rural Bank Act, 1976, having its Head Office at Jaipur and Camp Office at 3rd Floor, Tulsi Tower, Sardarpura, Jodhpur – 342003, Rajasthan, India (hereinafter referred to as the "RGB" or "Bank", which expression shall, unless repugnant to the context, include its successors and assigns);

AND

....[Name of the Insurance Company],

a company incorporated under the Companies Act and licensed by the Insurance Regulatory and Development Authority of India (IRDAI) under License No. ___________, having its Registered Office at ____________________________________ (hereinafter referred to as the "Insurer", which expression shall include its successors, administrators, and permitted assigns).

WHEREAS:

1. The Bank has engaged the Insurer for providing Group Term Life Insurance (GTLI) coverage to all serving permanent employees of the Bank under the terms and conditions of a legally executed Service Level Agreement (SLA) and Request for Proposal (RFP);

2. The parties acknowledge that in the course of performance, the Insurer may receive access to employee-related information, beneficiary data, internal reports, and claim-related documentation which is confidential and sensitive in nature;

3. Both parties desire to ensure the confidentiality, integrity, and restricted use of such information.

1. Definition of Confidential Information

"Confidential Information" shall include but not be limited to:

- Personal, employment, and beneficiary data of Bank employees;
- Details of claim submissions, nominee documentation, death records, claim statuses;
- Policy terms, premium details, and endorsement records;
- Any document, report, or communication shared for execution or servicing of the insurance contract;

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

- Any data marked confidential or which, by its nature or context, ought reasonably to be considered confidential.

It shall not include information:

- That is already in the public domain through no fault of the Insurer;

- That is lawfully obtained from third parties without breach;

- That is independently developed by the Insurer without reference to the Bank's data.

2. Obligations of Confidentiality

The Insurer agrees to:

- Use the Confidential Information only for the purpose of fulfilling its obligations under the GTLI policy;

- Restrict access to only those employees or agents who are directly involved in policy administration and claim servicing;

- Not disclose, reproduce, or share such information with any third party without prior written consent of the Bank, except as required by law or regulatory authorities;

- Implement adequate security controls to protect both physical and electronic forms of Confidential Information.

3. Disclosure under Legal Obligation

If the Insurer is required to disclose any Confidential Information under law, regulation, or judicial process, it shall:

- Promptly notify the Bank, unless legally prohibited;

- Make best efforts to limit such disclosure and cooperate with the Bank to obtain protective orders or confidentiality agreements.

4. Return or Destruction of Data

Upon expiry or termination of the GTLI policy:

- The Insurer shall return or securely destroy all Confidential Information (physical and electronic) related to the policy, as instructed by the Bank;

- A written certificate confirming such return or destruction may be required.

5. Survival of Obligations

These confidentiality obligations shall survive:

- The termination or expiry of the insurance policy; and

- Any change in the relationship between the parties for a period of five (05) years thereafter.

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

6. Remedies for Breach

The Insurer acknowledges that unauthorized disclosure or misuse of Confidential Information may cause irreparable harm to the Bank, and monetary compensation may not be adequate. In such cases, the Bank shall be entitled to:

- Seek injunctive relief and/or specific performance;

- Recover damages, including consequential and reputational loss;

- Terminate the insurance contract and take legal action.

7. Jurisdiction and Dispute Resolution

This Agreement shall be governed by the laws of India. All disputes shall be subject to the exclusive jurisdiction of courts in Jodhpur, Rajasthan.

IN WITNESS WHEREOF, the parties have executed this Agreement on the date mentioned above:

For and on behalf of Rajasthan Gramin Bank

(Signature)

Name:

Designation:

Date:

Witness 1:

Witness 2:

For and on behalf of [Insurance Company Name]

(Signature)

Name:

Designation:

Date:

Witness 1:

Witness 2:

राजस्थान ग्रामीण बैंक
कार्मिक एवं
मानव संसाधन
विकास
प्रधान कार्यालय

Annexure – L

Illustrative Premium Calculation Format (For Reference Only)

Bidders are required to submit their financial bid in the section/tab specified for financial bid on the GeM portal only. The table below is for illustrative purposes to help bidders prepare their premium calculations. No financial quote or premium amount should be mentioned in the technical bid or this annexure. Any such disclosure will render the bid liable for disqualification and will be treated as non-responsive.

Sl. No. (A)	Employee Category (B)	Approx. No. of Employees (C)	Sum Assured per Employee (₹) (D)	Total Sum Assured (₹) (E)	Premium Rate (₹ per 1,000 SA) (F)	Premium Amount (₹) (G)	Remarks
1	Officers (₹20 lakh Sum Assured)	5228	20,00,000	=C2*D2		=E2*F2/1000	
2	Clerical/Subordinate Staff (₹10 lakh Sum Assured)	3040	10,00,000	=C3*D3		=E3*F3/1000	
3	Subtotal Premium (Excl. GST)					=SUM(G1:G2)	
4	GST @18%					=G3*18%	
5	Total Premium (Incl. GST)					=G3+G4	Final payable premium including GST

Annexure-M

PRE CONTRACT INTEGRITY PACT

(TO BE STAMPED AS AN AGREEMENT on the Non judicial stamp paper of Rs.500/-)

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ______ day of _______ month, 20____.

Between

RAJASTHAN GRAMIN BANK, established under the RRB Act of 1976, having its Head Office, Jaipur; Camp Office at 3rd Floor, Tulsi Tower, Sardarpura, Jodhpur, Rajasthan- 342005 (hereinafter referred to as "RGB"; which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns);

And

....hereinafter referred to as "The Bidder".

Preamble

RAJASTHAN GRAMIN BANK (RGB) stands as one of the distinguished Regional Rural Banks, established under the RRB Act of 1976. With ownership vested in the Government of India, Government of Rajasthan, and State Bank of India, RGB operates an extensive network in all districts of Rajasthan .
RGB is committed to fair and transparent procedure in appointing of its Insurance Coverage Service providers.
The RGB intends to appoint/ select, under laid down organizational procedures, contract/s for.. The RGB values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidder(s).

In order to achieve these goals, the RGB has appointed Independent External Monitors (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of RGB

1) The RGB commits itself to take all measures necessary to prevent corruption and to observe the following principles
    a. No employee of the RGB, personally or through family members, will in connection with the tender for, or the execution of a contract, demand; take a promise for or accept, for self or third person, any monetary or non-monetary benefit which the person is not legally entitled to.
    b. The RGB will, during the tender process treat all Bidder(s) with equity and reason. The RGB will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
    c. The RGB will make endeavor to exclude from the selection process all known prejudiced persons.
2) If the RGB obtains information on the conduct of any of its employees which is a criminal offence under the Bharatiya Nyaya Sanhita/ Prevention of Corruption Act, or if there be a substantive

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

suspicion in this regard, the RGB will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)

1) The Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:
    a. The Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the RGB's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
    b. The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
    c. The Bidder(s) will not commit any offence under the relevant Bharatiya Nyaya Sanhita/ Prevention of Corruption Act ; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the RGB as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
    d. The Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
    e. Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to Independent External Monitor and shall wait for their decision in the matter.
2) The Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the RGB is entitled to disqualify the Bidder(s) from the tender process or take action as per law in force.

Section 4 - Compensation for Damages

1) If the RGB has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the RGB is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
2) If the RGB has terminated the contract according to Section 3, or if the RGB is entitled to terminate the contract according to Section the RGB shall be entitled to demand and recover from the Bidder liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

राजस्थान ग्रामीण बैंक कार्मिक एवं मानव संसाधन विकास प्रधान कार्यालय

2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per Rule 151 of General Financial Rules 2017 issued by Ministry of Expenditure, Government of India.

Section 6 - Equal treatment of all Bidders

1) The RGB will enter into agreements with identical conditions as this one with all Bidders.
2) The RGB will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s)

If the RGB obtains knowledge of conduct of a Bidder or of an employee or a representative or an associate of a Bidder which constitutes corruption, or if the RGB has substantive suspicion in this regard, the RGB will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1) The RGB has appointed competent and credible Independent External Monitors (hereinafter referred to as monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Sh. Rajit. R. Okhandiar IFS (Retd) (email id: rajit123@gmail.com) the task of the Independent External Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2) The Independent External Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Independent External Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders as confidential.
3) The Bidder(s) accepts that the Independent External Monitor has the right to access without restriction to all tender related documentation of the RGB including that provided by the Bidder. The Bidder will also grant the Independent External Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their tender related documentation.
4) The Independent External Monitor is under contractual obligation to treat the information and documents of the Bidder(s) with confidentiality. The Independent External Monitor has also signed 'Non-Disclosure of Confidential Information '.In case of any conflict of interest arising during the selection period or at a later date, the IEM shall inform RGB and recuse himself / herself from that case.
5) The RGB will provide to the Monitor sufficient information about all meetings among the parties related to the Tender provided such meetings could have an impact on the contractual relations between the RGB and the Bidder. The parties offer to the Monitor the option to participate in such meetings.
6) As soon as the Independent External Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the RGB and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Independent External Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7) The Independent External Monitor will submit a written report to the RGB officials within 15 days from the date of reference or intimation to him by the RGB and, should the occasion arise, submit proposals for correcting problematic situations.
8) If the Independent External Monitor has reported to the RGB, a substantiated suspicion of an offence under relevant Bharatiya Nyaya Sanhita/ Prevention of Corruption Act, and the RGB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Independent External Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9) The word 'Monitor' would include both singular and plural.

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय

Section 9 Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination

Section 10 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the selected Bidder till the contract period, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by RGB.

Section 11 - Other provisions

1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Head Office of the RGB, i.e. Head Office, Jaipur (Camp Office, Jodhpur).
2) Changes and supplements as well as termination notices need to be made in writing.
3) If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5) Issues like scope of work, Warranty / Guarantee etc. shall be outside the purview of IEMs
6) In the event of any contradiction between the Integrity Pact and RFP/ tender documents and its Annexures, the Clause in the Integrity Pact will prevail.

(For & On behalf of the RGB) (For & On behalf of Bidder)

(Office Seal) (Office Seal)

Place--------------

Date--------------

Witness1:
(Name & Address)..

Witness2:
(Name & Address)..

राजस्थान ग्रामीण बैंक
कार्मिक एवं मानव संसाधन विकास
प्रधान कार्यालय