

REQUEST FOR PROPOSAL
for the
Group Motor Vehicle Insurance Policy
for Insurance of Motor Vehicles owned by
NABARD and its employees
(01 August 2023 – 31 July 2024)



National Bank for Agriculture and Rural Development
Human Resource Management Department
Head Office
C-24, 'G' Block,
Bandra Kurla Complex
Bandra (East)
Mumbai – 400 051, India

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Disclaimer

This Request for Proposal (RFP) is not an offer by NABARD, but an invitation to receive response from eligible interested bidders for Group Motor Vehicle Insurance Scheme for Employees of NABARD. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by NABARD with the shortlisted bidder/bidders. This document should be read in its entirety.

**Group Motor Vehicle Insurance Policy for employees of
the National Bank for Agriculture and Rural Development
from 01 August 2023 to 31 July 2024**

The National Bank for Agriculture and Rural Development (NABARD) intends to take motor vehicle insurance cover for vehicles owned by them and its employees, from 01 August 2023 to 31 July 2024 through e-tendering process. There will be a two-stage bidding process (comprising of technical and financial bids).

The “Tender Document” for the Group Motor Vehicle Insurance Policy is available on the National Bank's website (www.nabard.org.in) and on the portal of C1 India Pvt. Ltd. (<https://nabard.eproc.in/>). Interested bidders are requested to refer to the said Eligibility Criterion and other Terms and Conditions (**e-Tender No. NABARD/HO/HRMD-PPD/03/2023-24**)

**Chief General Manager
National Bank for Agriculture and Rural Development
Human Resource Management Department Personnel Policy Division (PPD)
Head Office, 6th Floor C-24, ‘G’ Block,
Bandra Kurla Complex, Bandra East,
MUMBAI – 400051**

I. General Information

1. The National Bank for Agriculture and Rural Development (NABARD) is the Apex Development Bank of the country with Head Office at Mumbai. It has 31 Regional Offices and 4 Training Establishments situated across the country and employs a total of around 3200 employees. The RFP is being floated to ensure that the bidder offering motor vehicle insurance manages it at a high service level and in the most cost-effective manner as possible. The insurer must have the flexibility necessary to respond to NABARD's current and changing needs.

The primary objective in conducting this RFP is to contract with an insurer who:

- (i) Matches the desired plan, design and contract provisions
- (ii) Qualifies as per the *Eligibility Criterion* set forth by the Bank as per guidelines
- (iii) Demonstrates the ability to deliver high quality services at a competitive price

Time Schedule for Tender Process

e-Tender No.	NABARD/HO/HRMD-PPD/03/2023-24
Mode of Tender	e-tendering system (online Part I - Technical Bid and Part II – Financial Bid)
Date & Time of publication of e-Tender through publication on NABARD website and Procurement Portal	07 July 2023
Date & Time of NIT available to parties to download	07 July 2023
Date & Time of starting of e-Tender opening for submission of online Technical Bid and Financial Bid at <u>https://nabard.eproc.in</u>	14.00 hrs on 07 July 2023
Date & Time of closing of online e-Tender for submission of online Technical and Financial Bid	14.00 hrs on 20 July 2023
Date & Time of opening of Part I (Technical Bid)	14.01 hrs on 20 July 2023
Date & Time of opening of Part II (Financial Bid)	14.00 hrs on 21 July 2023
Portal address	<u>https://nabard.eproc.in</u>
Estimated number of policies to be issued in one year (including Two wheelers)	1700 (approx.)
Estimated annual premium of policies	1.7 crore (approx.)

Note:

1. In the event of any unforeseen closure of work/ holiday on any of the above days, the same will be opened / held on the next working day.
2. The bidders shall submit their tenders online on or before **14.00 hrs. On 20 July 2023.**
3. Tenders received after due date and time shall be rejected.
4. Tenders not complying with the provisions of bidding documents are liable to be rejected.
5. The selected insurance company has to execute a Service Level Agreement with the National Bank.
6. M/s. Global Insurance Brokers Private Limited shall be our insurance broker for the Group Motor Vehicle Insurance Policy.

II. Response Format for RFP

1. If you intend to respond to this proposal, please follow the schedule given above. Your proposal must include the contact name for local service and account management team that the Bank can contact directly.

Address for communicating with the Bank officials is as follows:

**The Chief General Manager
National Bank for Agriculture and Rural
Development Human Resource Management
Department Personnel Policy Division (PPD)
Head Office, 6th Floor
C-24, 'G' Block, Bandra Kurla Complex
Bandra East, MUMBAI – 400051**

In case of any difficulty, in bid submission please contact any of the below mentioned officers of the C1 India Pvt. Ltd. –

Contact details for online e-tendering support - C1 India Pvt. Ltd.			
Sl. No.	Name of the person	Contact No.	E-mail support
1	Sachin Toraskar	0124-4302000 Ext 112	sachintoraskar@ciindia.com
2	Ujwala Shimpi	0124-4302000 Ext 114	ujwala.shimpi@ciindia.com

Please submit all questions in writing by email to M/s. Global Insurance Brokers Private Limited (our insurance consultant) latest upto 17.00 hrs on **11 July 2023**. The Insurance Broker will send a written response by email to substantive questions as soon as possible.

Contact Details – Global Insurance Brokers Private Limited

Ms. Ashwini Bhat
Associate Vice President
Mobile: 98339 32028
Email: ashwini.bhat@globalinsurance.co.in

Ms. Babita Bangera
Executive Vice President
Mobile no.: +91 98201 03182
Email ID:
babita.bangera@globalinsurance.co.in

Contact Persons - NABARD

Shri Sanjeev Kumar
Deputy General Manager
Phone +91-22-26539476
Mobile : 8291849901
Email : Sanjeev.kumar2@nabard.org

M S Rama
Assistant General Manager
Phone: +91-22-26539851
Mobile: 9820341942
e-mail: ms.rama@nabard.org

The National Bank assumes no responsibility or liability for any costs you may incur in responding to this RFP, including attending meetings, visits etc.

2. NABARD seeks proposals through a two stage bidding process (comprising of Technical and Financial Bids) from IRDAI licensed General Insurance Companies operating in India for Motor Vehicle Insurance offered to insure vehicles of its employees. Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposal (RFP) terms which are also available at the National Bank's website www.nabard.org under the "Tenders" section.
3. Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential. You must agree to bear all costs related to the preparation of your proposal.
4. Corrigenda or clarifications with respect to this proposal, if any, shall be hosted on the C1 India Pvt. Ltd. portal and NABARD website only.

III. Proposal Requirements

1. The following sections include the information necessary for your organization to respond to this RFP. Your proposal must:

- Consider **01 August 2023** onwards as effective date for each Policy placement and administration.
- Provide premium quotes in the requested format as stated.
- Answer all questions in following sections clearly and concisely.

Failure to submit the proposal within the stipulated time will result in disqualification.

2. You may note that for the purpose of the appointment of a service provider for Group Motor Vehicle Insurance, 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 Bidder will have to submit the 'Technical Bid' and the 'Financial Bid' separately at C1 India Pvt. Ltd. portal as per the schedule, but within the stipulated date and time. The

'Technical Bid' will contain the exhaustive and comprehensive Technical details indicated in Annexure 1, and Financial Bid' will contain the Pricing information as indicated in Annexure

2. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further. In addition to this, if it is found that there are any terms and conditions mentioned by the bidder in the technical bid which are not in consonance with the basic features of the policy mentioned in Annexure 3 and/or not in accordance with this RFP, then the bid is liable to be rejected at that stage itself.

3. Your response should be organized into the following sections:

Section 1	Executive Summary / Introduction
Section 2	Proposal Compliance Letter A letter signed by an authorized officer of your organization on the letter head signifying your proposals complete compliance with the RFP specifications.
Section 3	Technical Bid (as per Annexure 1 to this RFP)
Section 4	Financial Bid (as per Annexure 2 to this RFP)
Section 5	Items included with Proposal - Annexure 3
Section 6	Integrity Pact* - Annexure 4
Section 7	Service Level Agreement - Annexure 5

4. ***Integrity Pact**

The bidder shall also submit PRE-CONTRACT INTEGRITY PACT along with the Technical Bid as prescribed **(appended as Annexure 4) duly signed by the bidder on each page** and witnessed by two persons.

- Compliance to 'Integrity Pact' is mandatory and shall be the pre-qualification criteria.
- Non-submission of 'Integrity Pact' shall disqualify the prospective vendor/bidder at the initial stage and their Technical/Financial bids shall not be opened.
- Prospective vendors/bidders are requested to submit a duly signed and stamped 'Integrity Pact' (as per enclosed format) on a ₹ 200 Stamp Paper.

5. The rates quoted must be final and considered firm regardless of actual claims experience as on the policy effective date. Your proposal must not include "Cancellation" and / or "Premium / Claims Review" clause.

- The proposal must not have any Premium Review clause.
- The Proposal must not have any Claims Review clause. Irrespective of potential / actual claims / loss experience under the policy, there would no changes allowed to be made mid-term to any terms and conditions and premiums paid for the policy.
- There will be no adjustments/additional premium charged for adverse claims ratio post submission of renewal quotes. The Insurance Company will not be allowed to modify any terms and conditions of the policy post inception of the policy.
- Insurance company will not have the right to cancel or discontinue the insurance policy during the policy period due to adverse claim ratio.

6. It is intended that you should conform to these specifications in full. Do not quote any alternative Plan Designs. Please quote the requested financial arrangements only. Any deviation will make you liable to be disqualified. Your company will be bound to comply with the provisions set forth in this RFP.

7. The National Bank reserves the right to reject any or all responses received in response to the RFP without assigning any reason whatsoever. It also reserves the right to cancel the RFP/ Tender at any stage, without assigning any reason whatsoever.

IV. Evaluation of the Bids:

Eligibility Criteria

1. The bidder should be registered with Insurance Regulatory and Development Authority of India (IRDAI) for carrying out the general insurance business for atleast five years.
2. The bidder should be a profit-making entity and should not be in loss since last three years.
3. Bidder should have valid PAN Number and GST Number.
4. Bidder should have 24 hours Helpline numbers and be able to render 24 hours service for 365 days.
5. The bidder should not have any ongoing insolvency proceedings or court cases and should not have been blacklisted by any organization (Auditor's certified copy to be attached).

Process to be adopted for Evaluation of the Bids

In the first stage, only the 'Technical Bids' will be opened and Technical Bids in respect of only those bidders who fulfill the criteria as indicated in the Annexure 1 will be evaluated on the basis of Technical details and the points to be awarded as per following table: -

Sr No	Criterion	Points	Total
1	Number of Years Since License for general insurance was obtained from IRDAI as on 31.03.2023		10
	1. Upto Six Years	4	
	2. More than Six to Eight Years	6	
	3. More than Eight to Ten Years	8	
	4. Above Ten Years	10	
2	Gross Total Premium underwritten within India (Rs. in Crores) as on 31.03.2023		10
	1. Up to Rs. 1000 Cr	4	
	2. Above Rs. 1000Cr- 4000 Cr	6	
	3. Above Rs. 4000 Cr -7000 Cr	8	
	4. Above Rs. 7000 Cr	10	
3	Motor Premium underwritten within India (Rs. in Crores) as on 31.03.2023		20
	1. Up to Rs. 500 Cr	5	
	2. Above Rs. 500 Cr- 1500 Cr	10	
	3. Above Rs. 1500 Cr-2500 Cr	15	
	4. Above Rs. 2500 Cr	20	

National Bank for Agriculture and Rural Development
RFP for Group Motor Vehicle Insurance policy for 2023-24

4.	Number of Motor Insurance policies serviced during financial year 2022-23		20
	1. Upto 10 Lakh	5	
	2. Above 10 Lakh -30 Lakh	10	
	3. Above 30 Lakh – 50 Lakh	15	
	4. Above Rs.50 Lakh	20	
5	Number of Motor Claims handled during the financial year 2022-23		10
	1. Upto 1,00,000	4	
	2. >1,00,000-2,50,000	6	
	3. >2,50,000-5,00,000	8	
	4. >5,00,000	10	
6	Percentage of Motor claims settled (Claim Settlement Ratio) during the financial year 2022-23		10
	1. Upto 50%	4	
	2. >50% - 75%	6	
	3. >75%-95%	8	
	4. >95%	10	
7	Number of branches in India		10
	1.Upto 20	4	
	2. >20 – 50	6	
	3. >50 – 100	8	
	4. >100	10	
8	Total number of cashless tie-ups across India		10
	1. Upto 1000	4	
	2. >1000 – 3000	6	
	3. >3000 – 5000	8	
	4. >5000	10	

Techno Commercial Evaluation Metric

Criteria	Weightage
Technical bid	30%
Commercial bid	70%
Total	100%

1. Bidders scoring equal to or more than 50% marks as per the above evaluation in technical bid, will qualify for subsequent Commercial/ Financial Bid opening. Financial bids of those companies which do not meet the evaluation standard of 50% marks in the technical bid, will not be opened and processed further.

2. The financial bids submitted by the bidders on parameters specified in Annexure 2 (i.e. A, B and C) will be factored by the A_{high}, B_{min} and C_{min} to arrive at the composite Financial Bid Score of individual bidders.

Calculation of financial score for a bidder

$$A = \frac{\text{Discount quoted by the bidder} \times 60 \text{ (marks)}}{\text{Highest discount among all the bidders (A}_{\text{high}})}$$

$$B = \frac{\text{Minimum sum of add on quotes among all the bidders (B}_{\text{min}}) \times 20 \text{ (marks)}}{\text{Sum of add on quotes of the bidder}}$$

$$C = \frac{\text{Minimum sum of add on quotes among all the bidders (C}_{\text{min}}) \times 20 \text{ (marks)}}{\text{Sum of add on quotes of the bidder}}$$

$$\text{Total Financial score of the bidder} = A + B + C$$

Note: Discount quoted by the bidder for 'A' would be for both two wheeler and four wheeler with a weightage of 30% and 70%, respectively.

3. The techno commercial score will be arrived at as per the following calculation:
- a. Technical bid score: 30% of the Score obtained in technical [evaluation.
 - b. Commercial bid score: 70% of the Score obtained in financial bid valuation.
4. Lowest bidder will be the one who gets the highest score of (14a+14b).
5. Product Proposition and Related Documents: The Financial Bid submitted by the bidders must conform to the existing motor insurance policy as per regulations on as is basis. The Financial Bid should be submitted in accordance with these.

RFP Terms and Conditions

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

- 6. Bidder warranties** - By submitting a Response, Bidder represents and warrants to the National Bank that, as at the date of submission-
- i. the Bidder has fully disclosed to the National Bank in its Responses all information which could reasonably be regarded as affecting in any way the National Bank's evaluation of the Response;
 - ii. all information contained in the Bidder's Response is true, accurate and complete and not misleading in any way;
 - 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 National Bank's reputation if the Response is successful;
 - iv. the Bidder will immediately notify the National Bank of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or the National Bank reputation or render the Bidder unable to perform its obligations under the National Bank agreement, if any or have a material adverse effect on the

evaluation of the responses by the National Bank; and

- v. The Bidder has not and will not seek to influence any decisions of the National Bank during the evaluation process or engage in any uncompetitive behavior or other practice which may deny legitimate business opportunities to other Bidder.

7. Confidentiality: Bidder must keep confidential any information received from the Bank or any of its employees, either as a part of the insurance process or in any other manner whatsoever.

8. Bid Submission: Technical Bid and Financial Bid to be submitted on C1 India Pvt. Ltd. portal as per annexures.

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

10. 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.

11. 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.

12. 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.

13. The bids will be opened in the presence of authorized representatives of the bidder. 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 / Commercial bids. Only one representative 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 time at the sole discretion of the Bank.

14. Financial documents- The National Bank may request additional financial/business information from the Bidder at its discretion.

15. Selection criteria- The selection criteria, inquiries, questions or information put forth in the Response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid. Financial bids of those companies which do not meet the technical evaluation standard of 50% marks, will not be opened and processed further.

16. Termination/or suspension of evaluation process - The National Bank reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs but the National Bank is not obliged to provide any reasons.

17. Responsibility for Costs - Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing the National Bank with the response, the revised response or any additional information).

18. Non-Reliance by Bidder - Bidder, by submitting a Response, acknowledges that:

- i. it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this RFP or otherwise provided by the National Bank in writing;
- ii. it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may have an effect on the Bidder's Response as well as the accuracy, currency or completeness of such information; and
- iii. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response. Unless expressly agreed in writing prior to submissions, Responses are not confidential and may be used by the National Bank in whole or part. Additionally, and at any point of the evaluation and selection process, the National Bank may require the Bidder to execute a (Non-disclosure Agreement) NDA if the Bidder has not executed an NDA with the National Bank previously.

19. Disclaimer- Whilst all reasonable care has been taken in compiling this Response document, the figures, documents and details are presented in good faith; and no warranty or guarantee (express or implied) is given by the National Bank as to the completeness or accuracy of the Response or any information provided in or in connection with it to the maximum extent permitted by law:

- a. The National Bank, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process; and
 - b. each Bidder releases and indemnifies the National Bank from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising form, whether directly or indirectly, or in connection with the evaluation and selection process.
- 20.** This RFP is not an offer to contract, nor should it be construed as such; it is a definition of specific the National Bank requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. The National Bank reserves the right to make no selection and enter into no agreement as a result of this the National Bank. Only the execution of a written agreement between the National Bank and insurer will obligate the National Bank in accordance with the terms and conditions contained in such agreement.
- 21.** It should be understood that your response to this RFP constitutes an offer to do business on the terms stated in your response and that, should a contract be

awarded to you, the National Bank may, at its option, incorporate all or any part of your response to this RFP in the contract. The National Bank reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.

22. The National Bank's right to verify - the National Bank reserves the right to conduct a site survey or obtain other evidence of facilities, resources, and managerial, financial and Bidder performance abilities prior to announcing the successful Bidder.

23. NABARD 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.
- 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.
- Waive or Change any formalities, irregularities or inconsistencies in this proposal (format and delivery). Such a change / waiver would be duly and publicly notified on the Bank's website before the closure of the bid date.
- Extend the - time for submission of all proposals and such an extension would be duly communicated by Global Insurance Brokers Ltd., to all the Bidders.
- Select the bidder even if a single bid is received as response.
- Share the information / clarifications provided in response to RFP to any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query.

24. Governing Laws & Dispute Resolution -The RFP and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the RFP process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of one arbitrator - to be appointed by NABARD. The venue of arbitration shall be Mumbai. In the event that you elect not to respond to this RFP, then the restrictions shall continue to apply to the use or disclosure of the information. Additionally, Bidders must immediately return this document and certify in writing to NABARD, that all copies have been returned to NABARD, or destroyed.

25. Period of Contract - The award of contract shall be valid for a period of **one year (01 August 2023 to 31 July 2024)**. The National Bank reserves the right to consider renewal of the policy cover for a period of two years, one year each at a time, with/ without any variation in the terms and conditions, subject to satisfactory performance of the contractual terms and conditions.

Annexure – 1

Annexure 1 should be duly filled in and uploaded on C1 India Pvt. Ltd. portal.

TO BE SUBMITTED ON THE COMPANY'S LETTER HEAD AND SIGNED BY THE AUTHORISED SIGNATORY WITH SEAL

Sr. No	Particulars	
1.	Name of the Company, Brief Background & Organization structure	
2.	Address	
3.	E-mail id	
4.	Contact Person/s. Number	
5.	Branches (Mention names of States & UT)	
6.	Number of Years Since Inception as on 31.03.2023 (Years and Months) Copy of Certificate of incorporation to be attached.	
7.	Details of the Company Turnover (GWP) in 2020-21, 2021-22 and 2022-23	

1. We have read and understood the terms and conditions of the RFP and express our agreement to them and confirm that decisions of the National Bank with regard to RFP will be binding on us.

2. The information contained in the bid sheet is correct to the best of our knowledge and belief.

3. We further confirm that our company is eligible to bid, in a position to comply with all the requirements of the RFP and basic features of the Policy as indicated in Annexure 3 of the RFP.

(Authorized Signatory) with name & Designation

Date:

Place:

Seal of the Company

Technical Bid for Policies for the period 01 August 2023 to 31 July 2024

Sr. No.	Parameters	Response
1.	Number of years since license for General Insurance was obtained from IRDAI (as on 31 March 202).3	
2.	Gross Total Premium underwritten within India (Rs. in Crores) (as on 31 March 2023)	
3.	Motor Premium underwritten within India (Rs. In Crores) (as on 31 March 2023)	
4.	Number of Motor Insurance policies serviced during financial year 2022-23	
5.	Number of Motor Claims handled for the financial year 2022-23	
6.	Percentage of Motor claims settled (Claim Settlement Ratio) during the financial year 2022-23	
7.	Number of branches in India	
8.	Total number of cashless tie ups across India	

(Supporting documents duly signed and stamped wherever required may be submitted)

Annexure 2

**Annexure 2 should be duly filled in and uploaded on C1 India Pvt. Ltd. portal.
Financial Bid for policies for the period 01 August 2023 to 31 July 2024
Group Motor Vehicle Insurance – Comprehensive / Package Policy**

A	Discount in % for Own Damage Premium rate to be charged on the Insured Declared Value of the vehicle- 60 Marks (Discounts for both Two wheeler (A1) and Four wheeler (A2) have to be given separately)	A1	A2
B	Mandatory Add-On Cover Rates for the following with terms & conditions, excess/ deductible and policy wordings: (Quote in percentage)- 20 Marks <ul style="list-style-type: none"> (i) Nil Depreciation Cover (ii) Return to Invoice Cover (iii) No Claim Bonus Cover (iv) Consumables Cover (v) Engine protect (vi) Tyre cover (vii) Deductible waiver 		
C	Mandatory Add-on Cover Rates (Quote in Rupees.)- 20 Marks <ul style="list-style-type: none"> (i) Daily Allowance Cover: Rs.2500/- per day for a maximum of 5 days after cooling period of 5 days from the day vehicle was sent to garage. Daily cash Benefit to be extended to all repair workshop. (ii) Key protect cover: Rs. 20,000/- sum insured. (iii) Personal belongings excluding cash: Rs.10,000/- Sum insured. (iv) Emergency Assistance & Transportation cover: Rs.10,000/- Sum insured. (v) Road Side Assistance: It should be sent to nearest authorized garage irrespective of the distance. 		

Note:

1. For two-wheeler vehicles, only zero depreciation add-on is mandatory.
2. Excess deductibles should not be charged other than IRDAI mandated deductibles.
3. The selected insurance company has to execute a Service Level Agreement with the National Bank.
4. Rates should be valid for a period of 3 years or 36 months effective 01 August 2023 and inclusive of Stipulated IRDAI Specified Brokerage for Motor Insurance.
5. If a firm quotes 'NIL' charges/consideration, the bid shall be treated as unresponsive and will not be considered.

Annexure 3

Basic features of the Policy

Sr.No.	Feature	Details
1.	Coverage	Vehicles in the name of the National Bank's employees
2.	Approximate number of policies to be issued during the year (including Two wheelers)	1700
3.	Comprehensive/ Package Policy cover	<p>Should include the basic cover and following add on benefits-</p> <ul style="list-style-type: none"> • Nil Depreciation Cover • Return to Invoice Cover • No Claim Bonus Cover • Consumables Cover • Engine protect • Tyre cover • Deductible waiver • Daily Allowance Cover: Rs.2500/- per day for a maximum of 5 days after cooling period of 5 days from the day vehicle was sent to garage. Daily cash Benefit to be extended to all repair workshop. • Key protect cover: Rs. 20,000/- sum insured. • Personal belongings excluding cash: Rs.10,000/- Sum insured. • Emergency Assistance & Transportation cover: Rs.10,000/- Sum insured. • Road Side Assistance: It should be sent to nearest authorized garage irrespective of the distance.
4.	Mandatory requirements	<p>Insurer should mandatorily:</p> <ol style="list-style-type: none"> 1. Provide dedicated toll-free number for the National Bank. 2. Have the facility of Automatic roll-over/ renewal 3. accept Insured Customer's own declaration for NCB entitlement. 4. conduct pre-inspection only in the case of break in insurance. 5. provide the facility of cashless claim settlement at authorized branded workshops.

**National Bank for Agriculture and Rural Development
RFP for Group Motor Vehicle Insurance policy for 2023-24**

		6. Submit premium and claims MIS on monthly basis to the National Bank. 7. Provide same discount rate and add on charges for all kinds of vehicles in the National Bank fleet, irrespective of model and make of the vehicle. 8. Must have their IT platform integrated with Global Insurance Brokers Private Limited motor IT portal within 15days of tender awarded 9. Should accept vehicle delivery note/sale letter as a valid document for policy cancellation. 10. Should refund the Third party premium proportionately during policy cancellation. 11. Should inform NCB (No claim bonus) recovery within 30 days of policy issuance. Post this period all recoveries to be waived off. 12. Must insure all vehicles irrespective of Make, model & variant.															
5.	Claims settlement data under the policy for the last three years (MIS obtained from the incumbent insurer)	<table border="1"> <thead> <tr> <th>Policy Year</th><th>No of claims</th><th>Settled Amount (INR)</th></tr> </thead> <tbody> <tr> <td>2019-20</td><td>220</td><td>42,14,100</td></tr> <tr> <td>2020-21</td><td>168</td><td>29,50,464</td></tr> <tr> <td>2021-22</td><td>153</td><td>30,17,360</td></tr> <tr> <td>2022-23 (till 31st May'23)</td><td>170</td><td>26,87,499</td></tr> </tbody> </table>	Policy Year	No of claims	Settled Amount (INR)	2019-20	220	42,14,100	2020-21	168	29,50,464	2021-22	153	30,17,360	2022-23 (till 31 st May'23)	170	26,87,499
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2022-23 (till 31 st May'23)	170	26,87,499															
6	Retired Employees	The policy benefits will also be extended to the Retired members of National Bank on a voluntary basis. Retirees will enroll into this scheme and pay the premium directly to the insurance company.															

Annexure 4

INTEGRITY PACT
(To be submitted as part of Technical Bid)

To be provided on ₹200 Stamp paper

INTEGRITY PACT

Between

National Bank for Agriculture and Rural Development (NABARD)
hereinafter referred to as “**The Principal**”

And

..... hereinafter referred to as “**The Bidder/Contractor**”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s forThe Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

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

Section 1 – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, 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 material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal 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 Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/Contractor(s)

(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution :

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal'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)/Contractor(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 cartelisation in the bidding process.
- c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
- e. The Bidder(s) /Contractor(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.
- f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

- (2) The Bidder(s) /Contractor(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) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s) /Contractor(s) from the tender process.

Section 4 – Compensation for Damages

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor 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.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 – Equal treatment of all Bidders / Contractors/ Subcontractors

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors
- (3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders(s) / Contractor(s)/ Subcontractor(s)

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

Section 8 – Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is

Shri Jagdeep Kumar Ghai,
PTA & FS (Retd),
Flat 1032, A Wing, Vanashree Society,
Sector 58 A&B, Palm Beach Road,
Nerul, Mumbai, Pin 400706.

- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The 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 /Contractors as confidential. He / she reports to the Chairman, NABARD.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.
- (5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or to take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to

demand from the parties that they act in a specific manner, refrain from action or tolerate action.

- (7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.
- (8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman, NABARD, has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word ‘**Monitor**’ would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, 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 discharge/determined by the Chairman of NABARD.

Section 10 – Other provisions

- (1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor 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 Warranty/Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(For & on behalf of the Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness 1: (Signature)
(Name & Address)

Witness 2: (Signature)
(Name & Address)

Annexure 5

SERVICE LEVEL AGREEMENT

Between

National Bank for Agriculture and Rural Development (NABARD)

And

.....Insurance Co. Ltd.

This Agreement is made and entered into on this.....Day of 2023, by and
between

National Bank for Agriculture and Rural Development

having its Head Office at C-24, G Block, Bandra Kurla Complex, BKC
Road, Bandra East, Mumbai, Maharashtra 400051, India

_____, (hereinafter referred to as "NABARD" or
"Insured" which expression shall unless repugnant to the context or
meaning thereof be deemed to mean and include its successors and
permitted assigns)

And

_____, an
insurance company having its Registered Office at

__ (hereafter referred to as the "_____" or the "Insurer" which
expression shall unless repugnant to the context or meaning thereof be
deemed to mean and include its successors and permitted assigns)

AND

WHEREAS:

1. Insured has obtained insurance policies from the Insurer and accordingly Parties have agreed to the Service Levels specified in this agreement.
2. M/s. GLOBAL INSURANCE BROKER PRIVATE LIMITED (hereinafter referred to as "GLOBAL "or "The Broker") is the intermediary for the insured for the purpose of the subject insurance policy.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS:

(A): DURATION

This agreement shall be in effect from 1st August, 2023 till 31st July, 2024

(B): BASIC TERMS AND CONDITIONS

The Insured shall be able to obtain the Insurance policies with following covers from the Insurer:-

1. Comprehensive/ Package - Motor Insurance Policy
2. Depreciation Shield Cover up to 10 years of vehicle age.
3. "Return to Invoice" cover to be offered to up to 6 years of vehicle age, provided the insured is first registered owner of the vehicle.
4. NCB Protector Cover, provided there is only one Damage (OD) Claim for partial loss cover up to 10 years
5. Consumable Expenses Cover up to 10 years of vehicle age.
6. Engine Protector Cover up to 10 years of vehicle age.
7. Tyre safeguard Cover up to 10 years of vehicle age, subject to add on policy wording shared.
8. Daily Allowance of Rs.2500 for a maximum of 5 days, after a cooling period of 5 days from the calendar day of vehicle reaching the garage.(Daily Allowance cover is to be offered up to 15 years of vehicle age).. Daily cash Benefit to be extended to all repair workshop.
9. Personal belongings excluding cash: Rs.10,000/- Sum insured.
10. Key protect Cover as complementary for Sum Insured Rs.20,000 cover up to 15 years vehicle age.
11. Cover of Loss of Personal Belongings for Sum insured of Rs. 10000 subject to add on wording. It's complementary cover up to 15 years vehicle age.
12. Emergency Assistance and Transportation Cover shall be offered as complementary and subject to maximum sum insured up to Rs. 10000 cover up to 15 years vehicle age.
13. Road Side Assistance Cover. It should be sent to nearest authorized garage irrespective of the distance cover up to 15 years vehicle age.
14. There be no any excess deductibles in the settling of claim other than those mandated by IRDAI.
15. Depreciation Shield Cover for the policies taken for two wheeler up to maximum 7 years.
16. Should accept vehicle delivery note/sale letter as a valid document for policy cancellation.
17. Should refund the Third party premium proportionately during policy cancellation.
18. Should inform NCB (No claim bonus) recovery within 30 days of policy issuance. Post this period all recoveries to be waived off.
19. Must insure all vehicles irrespective of Make, model & variant

National Bank for Agriculture and Rural Development
RFP for Group Motor Vehicle Insurance policy for 2022-23

(C) The amount to be charged for the add-on covers shall be as under:

Sr. No.	Cover Name	Amount Charged
1	Depreciation Shield Cover	
2	Return to Invoice Cover	
3	NCB Protector Cover	
4	Consumables expenses Cover	
5	Engine Protector	
6	Tyre Safeguard	
7	Daily Allowance	
8	Road Side Assistance Cover	
9	Depreciation Allowance (Two Wheeler)	

(D) Policy Wordings

Coverage names & benefit will be as per policy wordings attached.

Claims under add on cover is admissible provided coverage is shown on policy schedule.

(E) Insurance Company's TAT

Services Offered
Issuance of all the motor policies in T+3 working days subject to complete set of documents are provided to Insurer
Policy MIS with all the details to be forwarded on 5 th working day of every month to GLOBAL.
Insurer to issue all the Nil Endorsement within T+1 working day once complete set of documents are provided to insurer
Insurer to issue all the Financial endorsements within T +1 working day once it is raised provided no inspection is required & complete set of documents are uploaded.
In case of processing any excess premium, refund will be processed within T + 7 working Days under information to all the <u>parties on specific</u> demand from client.

Insurance Company's Claims process and TAT

1. Intimation of Loss: The insured/ claimant will intimate claim to _____.

1.1 For Claim registration following link can be used - _____

1.2 Email us on _____

1.3 Dial our Toll Free Number _____

1.4 Insured or claimant shall furnish immediate loss details, which shall include details of the loss event, location of the loss, location of the damaged vehicle, and names and telephone numbers of contact personnel

1.5 If the claim is for theft, insured should report to the Police within 48 hrs from theft and obtain an FIR or a written acknowledgement from the Police authorities

2. Loss Minimization:

At all times the insured or the claimant shall take all reasonable steps to minimize losses, prevent aggravation of a loss and contain a loss effectively.

3. First Action:

Loss assessor gets deputed within half an hours of reporting a claim.

4. Next Action

Claim co coordinator contacts the customer within 2 working hours of reporting a claim.
Loss assessor visit workshop within 6 working hours of reporting claim in cities where our office is located.

5. Survey:

A competent surveyor (In-house / External) will assess such losses.

1. Insured to submit all relevant documents. Insurer to verify the documents submitted.
2. Insured may choose to leave the documents with the preferred garages/dealer/Loss assessor.
3. Reinspection may be conducted for claims as per requirement.
4. Surveyor will submit Final Report to Insurer

5.1. Turn Around Time:

Final Survey: The Surveyors at times will call upon the insured / claimant / Workshop / and inspect the loss within the following times

- For "A" class cities - within 6 working Hrs. (Excluding Holidays)
- For "B" & "C" class cities - within 8 working Hrs.(Excluding Holidays)

It will be our endeavor to conduct the survey, the same day that the vehicle reaches the workshop. However, if this is not so, the insured will be called & informed about the status.

Liability Letter: Insurer will issue Liability Letter to _____ within 6 working hours of receipt of copy of Bill from Workshop. For all major losses, the liability letter to _____ shall be issued within 24 hours upon receipt of the final tax invoice from workshop.

5.2. Survey Fee: Insurer will directly pay the survey fee, subject to submission of final report, to all the designated surveyors appointed by it and shall not call upon the Insured to pay the fees.

6. Documentation: It is agreed and understood that documentation forms an important component of a Motor claim. Insurer may furnish a list of documents required for each claim. Indicative list of documents to be submitted by insured & verified by Surveyor.

- i) CLAIM FORM DULY FILLED UP WITH ALL DETAILS (INCLUDING TP/OCCUPANT INJURIES IF ANY)
- ii) FIR IN CASE OF TP-INJURY/DEATH/PROPERTY DAMAGE (IF ANY)
- iii) ORIGINAL DRIVING LICENCE/RC BOOK FOR VERIFICATION BY SURVEYOR
- iv) ESTIMATE COPY
- v) MDL EXTRACT FROM RTO IN CASE DUPLICATE MDL ISSUED/ LOSS>1 LAC
- vi) AML/KYC DOCUMENTS FOR LOSS > 1LAC

7. Assessment Principles:

- i) Insurer and the Insured will jointly work towards expeditious settlement of claims.
- ii) Workshop / Insured will render all help to the surveyor and Insurer in arriving at the quantification of the loss.
- iii) Insured will provide for all documents called for by the Surveyors and Insurer to substantiate/assess the loss.
- iv) Insurer recognizes that handling losses of Sophisticated Equipment may

involve peculiarities including:

- ◆ The need for Consultants
- ◆ Presence of Technical Experts

The decisions on such matters will be made on a case to case basis in Joint Consultation between Insurer & Insured. Insurer will do its best to ensure timely release of the vehicle from the workshop.

- v) Insurer will co-ordinate in the assessment and drive the claim to resolution

8. Settlement and Payment of Claims:

8.1. Insurer will expeditiously process & pay all valid claims.

8.2. _____ will collect insured's share of the total liability recorded in the Liability Letter & release the vehicle.

8.3 Cheque for liability / NEFT Payment shall be posted directly to the Workshop, from the Bankers of Insurer to reach the Workshop within 7 working days from the date of receipt of all documents, which includes Original Bill & Receipt

8.4 In case of non-repairs, Insurer liability will be paid directly to the insured, upon receipt of all relevant documents.

8.5 Turn Around Time :

All Losses shall be settled within 7 working days of the receipt of all documents, including original bills & clarifications, if any.

9. Policy Paramount : The Policy defines the scope, terms Conditions and Exceptions of the Insurance Cover in detail. This Procedure and interpretation of all terms in the procedure are subject to and subservient to the Policy, which, at all times will act in supersession of the procedure.

A. Operational Process:

Help Desk Team/ Claim Process

Dedicated Helpdesk team will be available for _____ officer.

Team will touchbase with the officers on need basis.

Email Address: - _____

Contact Number: _____

B. Only claims MIS_to be shared on 5th working day of every month (template attached)

- MIS to be shared with _____/GLOBAL on status of policy Issuance with complete policy details. (A detailed summary to be given policy wise)
- Quarterly review meeting with all stakeholders
- Claims update along with its TAT to _____/GLOBAL.

Escalation Matrix

i) Insurance Company :

Level	Name	Email	Contact Nos.
Level 1			
Level 2			
Level 3			

ii) Insurance Consultant : Global Insurance Broker Private Limited.

Level	Name	Email	Contact Nos.
Level 1			
Level 2			
Level 3			

C. Feedback & claim monitoring meeting:

Scope of meeting (to be held **each quarter**):

- Business sourced update
- Advance premium statement utilization update
- Policy issuance and Endorsement update
- Claims feedback on each reported case with status (documents/information requirement) and timelines for final settlement.
- Feedback on cases where delays have occurred with regard to information / data / documents on part of Clients.
- Customer grievance status and resolution update
- Any specific item as sought by any stakeholder

10. INSURANCE POLICY TO PREVAIL

This agreement shall be read in conjunction with the terms and condition of the Insurance Policy/ies to be issued by Insurer. In case of any inconsistency between the terms of this agreement with that of the policy/ies and Insurance Law, the terms of the latter would prevail.

11. SEXUAL HARASSMENT OF WOMEN AT WORKPLACE

1. The Insurer shall establish an internal Policy on Prevention of Sexual Harassment in line with the provisions of the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013 ("the Act") and accordingly shall constitute an Internal Complaint Committee to comply with the provisions of the Act related to filing, disposing, hearing, taking necessary action, etc. with respect to complaints filed by any personnel falling within the ambit of "employee" under the Act.
2. In case of any complaint of sexual harassment against its employee within the premises of NABARD , the complaint will be filed before the Internal Complaints Committee constituted by the Insurer and the Insurer shall ensure taking proper action under the Act in respect to the said complaint.
3. The Insurer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Insurer.
4. The Insurer shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

12. NON - DISCLOSURE CLAUSE

The Insurer shall not disclose directly or indirectly any information, material and details of the NABARD infrastructure/systems/equipment/practices etc., which may come to the possession or knowledge of the Insurer during the course of discharging contractual obligation in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Insurer shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligation under it or to comply with applicable laws. The Insurer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the NABARD. The Insurer shall indemnify NABARD for any loss suffered by NABARD as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Insurer and NABARD shall be entitled to claim damages and pursue legal remedies. The Insurer shall take all appropriate actions with respect to its employees to ensure the

obligation of non-disclosure of confidential information under this agreement is fully satisfied. The Insurer's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reasons

13. ARBITRATION

All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. Chief General Manager-in-Charge, HRMD, Central Office, NABARD Mumbai and his decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/issue, not settled through arbitration, the legal jurisdiction shall be Mumbai only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by and through their duly authorized representatives as of the date above written.

On Behalf of the Insured

Signature:

Name:

Designation:

Date:

On Behalf of the Insurer

Signature:

Name:

Designation:

Date:

Note: The SLA will be executed based on the mutual agreement between NABARD and the selected bidder

MIS TEMPLATE

National Bank for Agriculture and Rural Development
RFP for Group Motor Vehicle Insurance policy for 2022-23

		Total Number of Vehicles insured during the month -				A+B	
		Numbers Of Staff Cars				A	
		Numbers of Bank Cars				B	

